



FMM INSTITUTE (Centre for Professional Development)

Wisma FMM, No. 3, Persiaran Dagang, PJU 9, Bandar Sri Damansara, 52200 Kuala Lumpur
Tel: 03-62867200 Fax: 03-6277 6712 E-mail: nora@fmm.org.my / norsyamira@fmm.org.my

FMM CERTIFIED QUALITY MANAGER

SBL Scheme

Quality management has emerged as a recognised profession in the most successful companies and organisations. Quality Managers are regularly contributing to strategic discussions and influencing company directions.

The FMM Certified Quality Manager (CQM) emphasises the broadest spectrum of *business structure* for the management and leadership of quality principles at strategic and tactical levels. The CQM represent peer and professional recognition, enhances credibility with current employers, and opens up future career opportunities.

COURSE OBJECTIVES

At the end of the programme, participants will be able to:

- Understand and have a working knowledge of quality standards and concepts
- Implement organisational assessments and related functions
- Assess quality needs in relation to overall strategic plans
- Implement quality programmes to attain and maintain customer satisfaction and focus
- Manage projects that support overall strategic goals and continuous improvement, and identify and implement closed-loop corrective and preventive actions
- Manage and motivate human resources in the support of organisational goals through employee empowerment and by providing appropriate training and education at all levels in the organisation
- Provide leadership to ensure compliance with quality goals throughout the organisation

WHO SHOULD ATTEND

This programme is meant for Executives, Engineers and Managers who have a few years working experience in quality related field, and hold decision-making roles in their organisations.

COURSE STRUCTURE

Examination	: 100%
Contact days/hours	: 12 days / 84 hours
Number of modules	: Seven (7)
Lecture days and hours	: Saturday/Sunday (9 am ~ 5 pm)
Duration of programme	: 4 months
<u>Evaluation</u>	
Examination	: 100%

ADMINISTRATIVE DETAILS

Date : **April 14 - August 18, 2019**

Venue : **FMM Institute**
2nd Floor, Wisma FMM
No.3, Persiaran Dagang, PJU 9
Bandar Sri Damansara
52200 Kuala Lumpur

Fees : **Member RM3,922.00 per pax**
Non Member RM4,452.00 per pax
Fees is inclusive of 6% Service Tax

(Fees do not include refreshment and External Exam fees)



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COURSE CONTENTS

- Module 1: Introduction and Leadership**
- Module 2: Strategic Plan Development and Deployment**
- Module 3: Management Elements and Methods**
- Module 4: Quality Management Tools**
- Module 5: Customer-Focused Organisations**
- Module 6: Supply Chain Management**
- Module 7: Training and Development**

AWARD OF CERTIFICATION

Participants are required to meet the 80% FMM Institute's course attendance requirement to qualify to sit for internal examination. Upon successful completion of the course and its examination, participants will be awarded the FMM Certified Quality Manager issued by FMM Institute.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7-13 working days before the start of the programme is subjected to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subjected to cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

