



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

Industry Powered Ecosystem Learning Programme (INPEL) FMM CERTIFIED QUALITY MANAGER

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 Sr. 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 : **February 23 – May 26, 2019**

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

Fees : **RM7,700.00 per pax**

(Fees include refreshment, lunch and ASQ External Exam fees)



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FMM CERTIFIED QUALITY MANAGER

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.



REGISTRATION FORM

FMM CERTIFIED QUALITY MANAGER (INPEL)

Saturday & Sunday, Date: February 23 – May 26, 2019 Venue : FMM Institute, Kuala Lumpur

(To be completed in BLOCK LETTERS)

A. PERSONAL PARTICULARS

Full Name (Mr/Ms) : _____ NRIC No. : _____

Designation : _____ Name of Company : _____

Permanent Address : _____

Correspondence Address : _____
(if different from permanent address)

Tel No. (H) : _____ (O) : _____ Fax No. : _____

E-mail Address : _____ H/P No: _____

Date of Birth : _____ Sex : _____ Age : _____ Nationality : _____ Race : _____

B. EDUCATIONAL BACKGROUND

Name of School / Institution	Years Attended		Highest Qualification Obtained
	From	To	
Secondary : _____	_____	_____	_____
College / University : _____	_____	_____	_____
Any Special Professional Course : _____	_____	_____	_____

C. SPONSORSHIP

Company Sponsored Self Sponsored Please Tick (√)

D. SUBMITTED BY (To be filled if sponsored by company)

SBL Please Tick (√)

Name : _____ Designation : _____

Company Name: _____

Company Address : _____

Tel No. : _____ Fax No. : _____ E-mail Address : _____

FMM Membership No: _____ My Corporate Identity No: _____ GST Registration No: _____

E. DECLARATION

I hereby declare that the information provided is correct and complete.

Signature of Participant: _____ Date: _____

Payment Advice:

Enclosed cheque/bank draft No. _____ for RM _____ being payment for _____ participant(s) made in favour of "FMM Institute".

Please fax or mail the registration form to:

Nora / Norsyamira Tel : 03-62867200 Fax : 03-62776712
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