



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 Certification (INDCERT) 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 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

Evaluation

Examination	: 100%
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ADMINISTRATIVE DETAILS

Date : **March 16 – June 23, 2019**

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

Fees : **RM6,204.00 per pax**

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

HRDF Matching Grant:

Scheme: Industry Certification (INDCERT)

- * For HRDF registered employers
- * 50% fee utilising HRDF Pool Fund and 50% claimable from employer's levy
- * Daily allowance is claimable from employer's levy
- * Trainee should complete the programme with certification, withdrawal or replacement is not allowed
- * Outcome report is required to ensure training objectives is achieved



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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.

