



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:

- Provide working knowledge of quality standards and concepts
- Implement quality programmes to attain and maintain customer satisfaction and focus
- Manage projects that support overall strategies goals and continuous improvement
- Manage and motivate human resource in support of organisational goals through employee empowerment
- Create opportunity for career advancement in strategic quality management

WHO SHOULD ATTEND

This programme is meant for Senior Engineers and Managers who have several years of working experience in quality-related fields in industry and are involved in decision-making.

ADMINISTRATIVE DETAILS

Date : **January 14 – April 9, 2017**

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

Fees : **Member RM3,922 (inclusive of GST)**
Non-Member RM4,452 (inclusive of GST)

(Fees do not include meals & External Exam fees)

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 : 6 months
Evaluation
Examination : 100%



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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 13-7 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.



REGISTRATION FORM

FMM CERTIFIED QUALITY MANAGER

Saturday & Sunday, Date: January 14 – April 9, 2017 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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