

# CERTIFIED QUALITY MANAGEMENT PROFESSIONAL CERTIFICATION

As per International standards



## UNICHROME

# Unichrone Training **Advantages**

- ✓ 3 Day Interactive Instructor –led Online Classroom or Group Training
- ✓ Course study materials designed by subject matter experts
- ✓ Copy of courses content provided
- ✓ Highly qualified, expert & accredited Quality Management trainers with vast experience
- ✓ Global recognitions and approvals
- ✓ Interactive session with Case Studies
- ✓ Practice tests with detailed answers
- ✓ End-to-end support via phone, mail, and chat



# Importance of Certified Quality Management Professional Certification

- ✓ Quality Management has become necessary in every organization that aims to produce effective results while ensuring customer satisfaction. The idea of TQM (Total Quality Management) focuses on implementing value in all the activities of the organization starting from the junior-level employees to the senior-level managers. It also emphasizes the need to improve each process of quality management by utilizing advanced tools to identify, evaluate, and analyze problems in the process. A Certified Quality Management Professional can then formulate effective solutions after analyzing the defects which can lead to the overall productivity in the organization..

## About Unichrone



We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.



Guaranteed Quality



Handpicked Trainers



Global Presence



Online Training Option

We've trained professionals across  
global companies

PHILIPS

AXCESS  
FINANCIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DUPONT

DASHTI

GlobalSign

Triskele Labs

مصرف الراجحي  
Al Rajhi Bank

DHL

ARASCO



أراسكو



## ELIGIBILITY CRITERIA

- ✓ Individuals, leaders, supervisors and all those who are engaged in quality management implementation and improvement of organizational performance can attend the CQM Training Course.

## Why CQM Training?

- ✓ Quality management has evolved to become an internationally sought-after and rewarding career. The quality management body of knowledge is developed to cover areas of leadership, communication, strategy, and technical skills in quality and project management among many others. This course aims to develop the skills of participants and provide them with the tools and methodologies that will enable them to shift into this rewarding career. The course will showcase the most common tools and methodologies used by quality professionals. Moreover, the course will highlight some of the leadership traits that every quality professional should develop. The course will also introduce the team development cycle that a quality team should go through. A blend of skills and applications through a practical project is the ultimate deliverables of this unique course

# Certified Quality Management Professional Certification **Advantages**



CERTIFIES  
YOUR TALENT



HELPS  
BUILDING  
VALUES



GLOBAL  
RECOGNITION



PERFECT  
EXECUTION



BUILDS  
CUSTOMER  
LOYALTY



MORE  
EMPLOYABILITY  
OPTIONS

# Syllabus of Certified Quality Management Professional Training

## Lesson 01 – Leadership and management in quality

1.	Definition, similarities and differences
2.	Can leadership be taught and developed
3.	Traits of a true quality leader
4.	Role of leadership in supporting quality management systems
5.	Situational leadership in quality

## Lesson 02 – Quality basics and definitions

1.	Definition and concept of quality
2.	History of quality
3.	Benefits of implementing a quality model
4.	Quality management systems
5.	ISO9001
6.	Total quality management
7.	Cost of poor quality
8.	The seven quality secrets
9.	House of quality and Quality Function Deployment (QFD)
10.	Six Sigma methodology
11.	Lean principles, 5S and Poka Yoke

# Syllabus of Certified Quality Management Professional Training

## Lesson 03 – Building teams in a quality management system

1.	Why team thinking is important in quality management projects
2.	Barriers to team achievements
3.	Characteristics of effective teams
4.	Team development cycle
5.	Team members selection tools

## Lesson 04 – Improvement tools and techniques

1.	Which tool to use
2.	Brainstorming
	The seven classic quality tools <ul style="list-style-type: none"><li>• Check sheet</li><li>• Pareto chart</li><li>• Cause and effect diagram</li><li>• Histogram</li><li>• Scatter diagram</li><li>• Control charts</li><li>• Flow charts</li></ul>
3.	Process mapping and process management
4.	Management elements and planning tools
5.	Process auditing “Turtle Diagram”
6.	Failure Mode and Effects Analysis (FMEA)

## Lesson 05- Ethics in Quality management



## Format of Certified Quality Management Professional Exam

Examination Format	
Exam Name	Certified Quality Management Certification
Exam Format	Multiple-choice and Scenario-based questions
Total Questions & Duration	50 Questions, 120 minutes
Passing Score	35 marks required (35 out of 50 available) to pass, equivalent to 70%.
Exam Cost	Included in the training fee

To get you fully prepared with the knowledge and skills for the Certified Quality Management Certification examination, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by Certified Quality Management faculty, the practice tests are a true simulation of the Certified Quality Management Certification examination.

# Contact Us

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