

Course Syllabus: ASQ Certified Quality Manager Refresher

Austin Community College Course Syllabus Manager of Quality/Organizational Excellence (CMQ/OE) Certification Refresher BMGT 2031

Instructor: Phil Flories CQM, CQE, CQA

Instructor's Contact Information: phone 303-3378 email pflories@austin.rr.com

Instructor's Office Hours: by appointment

Credit: Continuing Education Units

Hours: 48

I. Course Description

This course is a refresher course covering the body of knowledge pertaining to the ASQ Certified Quality Manager Certification. It is assumed that the student has become familiar with most of the materials to be covered through job experience or prior education. The instructors will tailor the course as much as possible to the needs of the students in covering particular areas of the body of knowledge so that any areas needing particular emphasis will be covered in greater detail and with more foundational work as needed.

II. Course Objective

This course prepares the student for the ASQ Certified Quality Manager examination. Although we cannot guarantee that the student will pass the examination, the course will cover all of the pertinent areas and all students, with adequate study should be capable of passing the exam. There is an experience requirement associated with the Certified Quality Manager and all students should make sure that they meet these requirements if they intend to take the exam.

III. Requirements

Since this is a non-credit course, there will be no graded papers to turn in. It is the student's responsibility to sign up for, and pay the examination fee to ASQ by the deadline (Jan 24), if they wish to take the examination in this offering.

IV. Instructional Methods

The course will be presented using lectures, overheads and practical applications such as case studies in the form of examples on the board or in supplemental handouts during class. We will review and discuss material in the primer and handouts during class. Interactive participation of students with the instructor and other students is expected as part of the learning process.

V. Textbooks and References

Textbook: CQM Primer, Indiana Quality Council

References: The Primer lists many references that will be useful for students of this course.

V. Grading Policy

Since this is a not-for-credit course, no grade will be given. Students will receive a course completion certificate stating the number of continuing education units granted for this course.

VI. Facilities and Equipment

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A hand held pocket calculator with basic statistical functions will be useful but not required. A number 2 pencil or a pen and paper or notebook will be needed for class notes and any practice exams during the course.

VII. Attendance

It is the responsibility of the student to be present and on time for every class. If an absence must occur, it is the responsibility of the student to contact the instructor ahead of time. The student is responsible for obtaining notes for missed classes. If handouts are required, the student may make arrangements with the instructor to obtain a copy outside of class time.

VIII. Withdrawal Due to Absences

Withdrawal action will be started when a student exceeds 4 absences.

IX. Reinstatement

The instructor will reinstate students only if the student can show progress and has a reasonable chance of passing the course.

X. Course Schedule

Session	Instructor	Topic
1	PF	Quality Standards
2	PF	Organizations and Their Structures
3	PF	Quality Needs and Overall Strategic Plans - Part 1
4	PF	Quality Needs and Overall Strategic Plans - Part 2
5	PF	Customer Satisfaction and Focus - Part 1
6	PF	Customer Satisfaction and Focus - Part 2
7	PF	Project Management - Part 1
8	PF	Project Management - Part 2
9	PF	Continuous Improvement - Part 1
10	PF	Continuous Improvement - Part 1
11	PF	Human Resource Management - Part 1
12	PF	Human Resource Management - Part 2
13	PF	Training and Education - Part 1
14	PF	Training and Education - Part 2
15	PF	Constructed Response
16	PF	Review