



Certified Enterprise Quality Professional



This 15-Training Day Certification Program is designed to cater to the strategic role of Quality Management with the objective of stakeholder satisfaction, process optimization and even raising the bar towards innovation. This program is developed to build the competence level that will fuse the understanding of diverse quality models and harness a professional who can gauge quality maturity of an organization and bring it forward.

Upon completion of this program, an individual shall obtain a holistic understanding of quality-centric frameworks and build a custom-fit roadmap that will synergize to the organization's strategic goals. This will carry further in the formation of understanding towards tools and techniques for metrics building, problem solving and ideating for innovation.

The knowledge areas in the curriculum are aligned with industry known body of knowledge in Strategic Management, ISO, Balanced Scorecard, Six Sigma and Lean. Upon successful completion, the certified professional may earn further credits to upgrade certification in Six Sigma.

Overview of Course Curriculum

- * Quality System Principles & Auditing
- * Strategy-Focused Organization thru Balanced Scorecard
- * Customer Satisfaction Index: Gauging the Voice of the Customer
- * Understanding the Fusion of Enterprise Quality Models
- * Leading & Managing in a Six Sigma World
- * Building an Effective Metrics System
- * LEAN Thinking for Process Mapping & Optimization
- * Statistical Process Control: Detecting Process Variation and Capability
- * Root Cause Analysis & Risk Management Techniques
- * Graphical Toolbox for Data Interpretation & Analysis
- * I THINK: Guide to Innovative Thinking
- * Change Management for Sustaining Success

Can be upgraded to SIX SIGMA GREEN BELT and BLACK BELT CERTIFICATION!

What is the VALUE of an Enterprise Quality Professional?

- Equipped with the holistic understanding of Quality Management thus can gauge the appropriate Quality initiatives or programs needed for a process division or, for the whole enterprise.
- Be able to prioritize the order of projects necessary to gain Quality Maturity or, select projects that is vital for customers and would yield high financial savings.
- Metrics-adept professional who can build a metrics system or be able to enhance the current state and from there, apply logical analytics that will give sound judgment for process improvement.