



# **Management of Organizational Excellence Brochure**

• Delivering Delight • Driving Loyalty • Creating

## Audience

- Aspiring Quality Manager
- Customer & Strategy Champion
- Performance Measurement Analyst
- Team & Project Manager
- Risk & Financial Analyst
- Quality Assurance Advocate
- Customer Experience Manager
- Supply Chain & Demand Planner
- Strategic Implementation Manager

## Course Description

Our Certified Manager of Quality/Organizational Excellence (CMQ/OE) course is a comprehensive training program designed for professionals who want to advance their skills in quality management and organizational excellence. The course prepares participants for the CMQ/OE certification exam, a globally recognized credential that demonstrates expertise in managing and leading quality improvement initiatives within organizations



# Course Overview

This course covers the principles, methodologies, and practices required to effectively manage and improve quality in organizations. It provides an in-depth understanding of quality management systems, continuous improvement strategies, and organizational leadership. The course focuses on integrating quality principles into an organization's culture and operations, with a strong emphasis on achieving operational excellence.

## Course Outline

### **Week 1:**

Leadership & Organizational  
Dynamics

### **Week 2:**

Strategic Plan Development  
& Alignment

### **Week 3:**

Financial Management

### **Week 4:**

Quality Tools & Process

### **Week 5:**

Customer-Centric Operations

# Training Details.

**Duration: 10 days**

**Training Fee: N500,000**

**Group training (from 50): 5%**







Hub 43, 2nd floor 8, Jubilee way,CMD  
Road Magodo Lagos.

Contact us via 08094435952 and 08033437278



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