



MASTER QUALITY MANAGER (MQM) TRAINING AND CERTIFICATION EXAM

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| Course No. | C-MQM-P-JBD-Ver2B |
| Instructor | AAI Instructor |
| Descriptions | <p>This is an executive program exploring the world of quality management. The program is designed to facilitate a framework for providing management counsel to clients, institutions in the public and private sector. Candidates will incorporate the informational fabric from the core curriculum and become open to examples of comprehension in their technical expertise and experience in global consulting roles to organizations. The modules are created to show candidates the key topics of the profession and to discussed, analyzed and understood. Candidates will also be expected to work break out groups and teams to present consulting services to actual clients and prepare solutions to case studies.</p> <p>Those who complete this professional development program will earn certification and learn cutting edge strategies in analysis and implementation of solutions for clients worldwide.</p> |
| Objectives | <p>At the completion of the course participants shall benefit from the course such as:</p> <ul style="list-style-type: none"> • Introduce students to contemporary concepts and philosophies of quality and its assurance; • Educate students with the statistical tools and international standards commonly adopted in the quality assurance process; • Educate students with quality management principles and practices. |
| Target Audience | <ul style="list-style-type: none"> • Quality Managers and Executives • Lawyers, CPAs, Engineers • Managers, Professional Consultants |
| Duration | 3 days |
| Date | See our schedule or please contact AAI Office. |
| Place | Hotel Sapphire Sky (BSD). |
| Cost | Please contact AAI office. |
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Course Contents and Descriptions

The course covers the following topics:

- Introduction to quality management
- Quality tools and techniques
- Statistical process control and acceptance sampling
- Quality management systems and awards
- Total quality management TQM
- Case Studies and Exercises

1. Quality Planning

The process of identifying which quality assurance standards are relevant to projects and determining how to satisfy them.

Input includes: Quality policy, scope statement, product description, standards and regulations, and other process Output.

Methods used: benefit / cost analysis, benchmarking, flowcharting, and design of experiments.

Output includes: Quality Management Plan, operational definitions, checklists, and Input to other processes.

2. Quality Assurance

The process of evaluating overall project performance on a regular basis to provide confidence that the project will satisfy the relevant quality standards.

Input includes: Quality Management Plan, results of quality control measurements, and operational definitions.

Methods used: quality planning tools and techniques and quality audits.

Output includes: quality improvement.

3. Quality Control

The control process of monitoring specific project results to determine if the outcomes comply with relevant quality standards and identifying ways to eliminate causes of unsatisfactory performance.

Input includes: work results, Quality Management Plan, operational definitions, and checklists.



Methods include: inspection, control charts, pareto diagrams, statistical sampling, flowcharting, and trend analysis.

Output includes: quality improvements, acceptance decisions, rework, completed checklists, and process adjustments.

Certification

The participants take the American Academy of Project Management (AAPM) exam for **Master Quality Manager (MQM)** with specified criteria and assignments as requested and stand as pre-requisite by **The Board of American Academy.**

For further inquiry, please contact Hendrawan YUSDANTO (HP/WA: 0812-22389800) or at 021-29168695.

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