



**FMM INSTITUTE
SELANGOR KUALA LUMPUR BRANCH
CENTRE FOR PROFESSIONAL DEVELOPMENT**



FMM CERTIFIED QUALITY MANAGER

The FMM Certified Quality Manager (CQM) emphasizes the new broadest spectrum of business structure for the management and leadership of quality principles at strategic and tactical levels. The CQM represents peer and professional recognition, enhances credibility with current employers, and opens future career opportunities.

Entry Requirements:

- Candidates must possess working experience in quality-related areas and be proficient in the English language and meet the following entry requirements:
- Master's degree in any discipline and at least 5 years working experience in quality or its related field, or
- Degree in any discipline and at least 6 years working experience in quality or its related field, or
- Diploma or Certificate in any discipline and at least 9 years of experience in quality or its related field.
- Candidates requires to show Proof of Professionalism to sit for ASQ Certified Quality Manager examination. These include ASQ membership or Registered Professional Engineer or ASQ membership sponsorship.

Objectives:

- Understand and have a working knowledge of quality standards and concepts.
- Implement organizational assessments and related functions.
- Assess quality needs in relation to overall strategic plans.
- Implement quality programs to attain and maintain customer satisfaction and focus.
- Manage projects that support overall strategic goals and continuous improvement and identify and implement closed-loop corrective and preventive actions.
- Manage and motivate human resources in the support of organizational goals through employee empowerment and by providing appropriate training and education at all levels in the organization.
- Provide leadership to ensure compliance with quality goals throughout the organization.

Who Should Attend?

This program is meant for Executives, Engineers and Managers who have a few years working experience in quality-related field and hold decision making roles in their organizations.

10 OCTOBER - 19 DECEMBER 2025

- 09:00am to 5:00pm
- Online (via Zoom)
- Physical (Internal Examination)

CERTIFICATION :

PARTICIPANTS WHO HAVE ATTENDED AT LEAST 75% OF THE PROGRAM WILL BE AWARDED A CERTIFICATE OF ATTENDANCE BY FMM INSTITUTE.

Course Fee :

Member : RM 4,536.00 per pax
Non-Member : RM 5,130.00 per pax
Fees INCLUDE 8% Service Tax



PHONE

03-55692950
(Fatahiyah/Nazihah/
Wan Zawani)



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FMM CERTIFIED QUALITY MANAGER (CQM)

DATE: 10 OCTOBER - 19 DECEMBER 2025

PLATFORM: ONLINE (ZOOM) | PHYSICAL (EXAM)

COURSE CONTENT :

- **Module 1 : Introduction and Leadership**
 - Organizational Structures
 - Leadership Challenges
 - Change Management
 - Roles and Responsibilities of Managers
 - Leadership Techniques
 - Teams and Team Processes
 - Stages of Team Development
 - Team Performance and Evaluation
 - ASQ Code of Ethics
- **Module 2 : Strategic Plan Development and Deployment**
 - Strategic Planning Models
 - Business Environment Analysis
 - Risk Analysis, Market Forces, Stakeholder Analysis, Internal Capability Analysis, Regulatory Factors
 - Strategic Plan Deployment
 - Resource Allocation and Deployment
 - Organizational Performance Measurement
 - Quality in Strategic Deployment
 - Human Resources Management
- **Module 3 : Management Elements and Methods**
 - Principles of Management
 - Interdependence of Functional Areas
 - Human Resources (HR), Financial Management, and Knowledge Management (KM)
 - Communication in a Global Economy and Technology
 - Project Management Basics
 - Project Planning and Estimation Tools
 - Project Documentation
 - Quality Mission and Policy
 - Quality System Effectiveness
 - Quality Management Standards
 - Performance Excellence Models
- **Module 4 : Quality Management Tools**
 - Seven Classic Quality Tools
 - Innovation and Creativity Tools
 - Process Improvement Tools
 - Cost of Quality (COQ)
 - Process Goals
 - Process Analysis
 - Lean Tools
 - Theory of Constraints (TOC)
 - Basic Statistical Use
 - Measurement Systems Analysis
 - Trend and Pattern Analysis
 - Process Variation
 - Process Capability
 - Reliability Terminology
- **Module 5 : Customer-Focused Organizations**
 - Internal Customers
 - External Customers
 - Customer Segmentation
 - Qualitative Assessment
 - Customer Relationship Management (CRM)
 - Customer Needs
 - Customer Satisfaction and Loyalty
 - Customer Service Principles
 - Multiple and Diverse Customer Management
- **Module 6 : Supply Chain Management**
 - Supplier Selection and Approval
 - Supplier Risk Management
 - Supplier Communications
 - Supplier Performance
 - Supplier Improvement
 - Supplier Certification
 - Supplier Partnerships
 - Supplier Alliances
- **Module 7 : Training and Development**
 - Training Plans
 - Training Needs Analysis (TNA)
 - Training Materials
 - Training Delivery
 - Training Development
 - Training Effectiveness and Evaluation
- **Oral Revision and Discussion**
(13 days class including exam scheduled)
- **Additional Notes:**
 - All participants will sit for Pre-Test and Post-Test during the course.
 - Training materials and certificates will be provided for participants.
 - Participants who meet the entry requirements of ASQ are eligible to sit for the American Society of Quality (ASQ) Certified Quality Manager Examination.



REGISTRATION FORM
FMM CERTIFIED QUALITY MANAGER
DATE : 10 OCT - 19 DEC 2025 (13 DAYS)
PLATFORM : ONLINE (CLASS) | PHYSICAL (EXAM)



Please tick accordingly:

- FEES:** ☐ **FMM Members : RM4,536.00**
(per pax) (inclusive of 8% Service Tax)
- ☐ **Non-Members : RM5,130.00**
(inclusive of 8% Service Tax)

*Name

*Designation

*Email

*Nationality

*Mobile No.

*IC No.

*Name

*Designation

*Email

*Nationality

*Mobile No.

*IC No.

(If space is insufficient, please attach a separate list)

Disclaimer:

Registration is on a first-come, first-served basis. All cancellations must be made in writing. There will be no charge for cancellations received 14 or more working days before the start of the webinar. Cancellation received 7-14 working days before the start of the class is subject to a cancellation fee of 50% of the training fees. Cancellation received 6 working days and below before the start of the class is subject to a cancellation fee of 100% of the training fees. If the participant fails to attend the program or has less than 75% attendance, the full training fees are payable. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to change the speaker, reschedule, or cancel the webinar, and all efforts will be made to inform participants of the changes.

We hereby confirm that (please tick accordingly):

- ☐ **We will be claiming under SBL-KHAS scheme, and full payment will be made to the FMM Institute if no disbursement from HRD Corp under any circumstances.**
- ☐ **We will NOT BE CLAIMING under SBL-Khas Scheme. Payment will be made to account payee FMM Institute by cheque or bank transfer to Maybank Account No. 5-62106-64719-2**

Submitted by:

*Name

*Designation

*Email

*Mobile No.

*Tel

*Fax

*Company

*Date

*Address

*Company Stamp & Signature

*FMM Membership No.

TRAINER PROFILE :

FMM Certified Quality Manager

Mr. Mahadev Prasad (760729-08-5371) holds a Bachelor of Engineering in Electrical Engineering from University Teknologi Malaysia (UTM). Mr. Mahadev has been involved in various technical projects to optimize and improve manufacturing processes, reduce defects towards quality and productivity improvements, and implement Lean Manufacturing and Six Sigma at a multinational company in Penang. He is an American Society of Quality Certified Quality Engineer (No: 45592), an ASQ Certified Six Sigma Black Belt (No: 3218), and a TRIZ (Structured Innovation) Green Belt, Pretium LLC, US (No: SIT2-0037-10C). He is also a Certified Supplier Auditor (by SMMT) for the ISO-TS16949:2002 Quality System. Currently, he is a Senior Member of the American Society Of Quality (ASQ) (No. 63458142), a Senior Member of the Society of Manufacturing Engineers (SME, US, No. 13889202), a Member of the Board of Engineers Malaysia (BEM, No. 59687A [Electronics]), and a Member of the Institution of Engineers Malaysia (IEM, No. G38860 [Electronics]).