



FMM INSTITUTE
SELANGOR & KUALA LUMPUR BRANCH
CENTRE FOR PROFESSIONAL DEVELOPMENT



FMM CERTIFIED QUALITY MANAGER

APRIL 24 - JUNE 19, 2026

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

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.

CERTIFICATION :

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

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.

Course Fee :

Member : RM 5,400.00 per pax

Non-Member : RM 6,264.00 per pax

Fees INCLUSIVE OF 8% Service Tax



PHONE

03-55692950

(Fatahiyah/Nazihah/
Wan Zawani)



WEBSITE

www.fmm.org.my



EMAIL

fatahiyah@fmm.org.my

siti_nazihah@fmm.org.my

wan_zawani@fmm.org.my



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.



TRAINING SCHEDULE

SESSION	DATE/DAY	Module/Topic
1	24/4/2026 (FRIDAY)	I. Introduction & Leadership
2	29/4/2026 (WED)	I. Leadership
3	30/4/2026 (THU)	II. Strategic Plan Development & Deployment
4	7/5/2026 (THU)	III. Management Elements & Methods (1)
5	8/5/2026 (FRIDAY)	III. Management Elements & Methods (2)
6	14/5/2026 (THU)	IV. Quality Management Tools (1)
7	15/5/2026 (FRIDAY)	IV. Quality Management Tools (2)
8	21/5/2026 (THU)	V. Customer-Focused Organisation (1)
9	22/5/2026 (FRIDAY)	V. Customer-Focused Organisation (2)
10	4/6/2026 (THU)	VI. Supply Chain Management
11	5/6/2026 (FRIDAY)	VII. Training & Development
12	12/6/2026 (FRIDAY)	Revision for Examination
13	19/6/2026 (FRIDAY)	Internal Examination

All information provided is correct at the time of printing.
The FMM Institute reserves the right to revise the information provided.
All efforts will be taken to inform participants of the changes.

PANEL OF TRAINER

Dr Flora Anthonymsamy is the Managing Director and Principal Trainer of EXPAT MANAGEMENT PLT (HRD Corp Registered). She is also an Associate Trainer with IQM Group, New Zealand (www.iqmgroup.org). Flora lectures for the American Society of Quality's Certificate Quality Engineer, Certificate Quality Manager, and Diploma in Quality Management. She is an HRD Corp-accredited trainer and is a panel trainer for FMM. She is not new in training and consultancy having held various positions as General Manager and Senior Partner of PARTNERS-IN-QUALITY CONSULTANCY SDN BHD. She has also had many years of experience as Group QA and Regional TQM Manager in the manufacturing sector and has been instrumental in effectively managing business process improvements in complex organizations. She has successfully developed and implemented numerous Total Quality Management (TQM), Quality Management Systems (ISO 9001), Environmental Management Systems (ISO 14001), and Occupational Safety and Health Assessment Series (ISO 45001) in multinational corporations. As Flora frequently works directly with Chief Executive Officers, middle management, and operational staff, she has diverse skills ranging from Global Strategy to micro applications such as Multi-Level Management.

Dr. Flora was a Certification Auditor with SIRIM and holds a Bachelor of Science in Chemistry, Executive Masters in Business Administration (INSEAD Singapore), Masters in Business Administration (Warsaw University, Poland), and Doctorate in Business Administration (PPA France). She is a Certified Exemplar Global Lead Assessor ISO 9001, ISO 14001, and ISO 45001. She was also trained by Oliver Wight in World Class Manufacturing Practices and INSEAD on Lean Manufacturing Systems. She was appointed Worldwide QA Coordinator and was responsible for introducing Total Quality Management and Corporate Social Responsibility (CSR) to plants in France, Mexico, Brazil, Sri Lanka, and the United Kingdom. In the past couple of years, Flora has equipped herself and assisted organizations in the area of Sustainability Management which is a necessity at the moment. Flora has successfully trained organizations and guided them to embark in this step-by-step improvement journey towards achieving Sustainability Goals from palm oil industries to manufacturing sectors. Flora is a GRI Certified Sustainability Professional with GRI Reporting Standards (2021). GRI Certified Integrating the SDGs and Reporting on Human Rights.

Mr. Then Kui Min is a distinguished graduate of Malaya University, holding a BSc (Hons) in Physics. His remarkable journey was marked by the attainment of several certifications in the field of Quality Discipline, particularly from the esteemed American Society for Quality (ASQ). Bringing over 17 years of extensive experience in Quality Management, Mr. Then held the position of Senior Manager of QC/QA, Quality System, 6 Sigma, QIT, QCC, Lean, and Quality Training in a multinational company. He actively initiated, deployed, and oversaw various quality improvement projects, showcasing his unwavering commitment to driving organizational excellence. His wealth of theoretical knowledge and hands-on practical expertise in diverse quality improvement projects sets him apart as a seasoned professional.

He firmly believes in the effectiveness of Competency-Based Training and Goal-Oriented Training. Mr. Then emphasizes the mutual investment from both organizations and individuals, seeing it as the key to maximizing Return-On-Training-Investment (ROTI). Participants under his guidance can expect to acquire not only the essential skills but also a profound understanding of Quality Management principles, ensuring a valuable and impactful learning experience.



REGISTRATION FORM
FMM CERTIFIED QUALITY MANAGER
DATE : APRIL 24 - JUNE 19, 2026 (13 DAYS)
PLATFORM : ONLINE (CLASS) | PHYSICAL (EXAM)



Please tick accordingly:

FEES: **FMM Members : RM5,400.00**
(per pax) (inclusive of 8% Service Tax)

Non-Members : RM6,264.00
(inclusive of 8% Service Tax)

Please register the following participant for the above program:
(To be completed in BLOCK LETTERS)

*Name	*Designation	*Email
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*Nationality	*Mobile No.	*IC No.
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*Name	*Designation	*Email
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*Nationality	*Mobile No.	*IC No.
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(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
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*Email	*Mobile No.
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*Tel	*Fax
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*Company	*Date
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*Address	

*Company Stamp & Signature	*FMM Membership No.
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