



The Certified Manager of Quality/Organizational Excellence Handbook, Third Edition

By Russell T. Westcott



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The title of the ASQ certification changed to Certified Manager of Quality/Organizational Excellence to reflect the fact that the role of the quality function is continually evolving. Many of the responsibilities for the management of quality are being deployed throughout the organization into other functions. This now requires a much more comprehensive understanding of an organization as a system within the larger system of society. The range of tools and technologies that quality professionals are required to use and/or facilitate is also increasing. The ability to read, interpret, and use financial tools, as well as use the language of cost/profitability when talking to senior management, is more important than ever for quality professionals. In addition to being a peerless reference on quality management, The Certified Manager of Quality/Organizational Excellence Handbook is the most comprehensive preparatory guide for the Certified Manager of Quality/Organizational Excellence Exam. The handbook is completely updated to reflect the changes in the 2006 Body of Knowledge (BoK), and the pertinent BoK requirements associated with good quality management practices are shown throughout each section. These BoK requirements represent the range of content and the cognitive level to which multiple choice questions can be presented. Included in appendices are the newly updated Body of Knowledge, an extensive glossary of terms, a list of additional references for further study, and (on an accompanying CD-ROM) sample questions similar to those on the actual exam.



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Editorial Review

About the Author

Russell T. Westcott is president of R.T. Westcott & Associates, where he guides clients in implementing ISO 9001 quality management systems, applying for Baldrige-type awards, strategic planning, project management, and initiating lean practices. Westcott is an ASQ Certified Quality Auditor and Certified Quality Manager. He is the author of *Stepping Up to ISO 9004:2000* (2003, Paton Press) and *Simplified Project Management for the Quality Professional: Managing Small & Medium-size Projects* (2004, ASQ Quality Press), a co-editor of *The Certified Quality Manager Handbook, Second Edition* (2001) and *The Quality Improvement Handbook* (2002) (ASQ Quality Press), and has contributed to the ASQ Certified Quality Manager section refresher course, the ASQ Certified Quality Manager self-directed learning program (2001), the Certified Manager of Quality/Organizational Excellence program (2006), and *The Certified Quality Engineer Handbook* (2002, ASQ Quality Press).

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