



CQE Training & Consultancy PLT (Reg. No. : LLP 0003668 LGN)

HRDF Approved Training Service Provider

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

Operating Office : No. 85A (1st. Floor), Jalan Barrack, 34000 Taiping, Perak. Malaysia.

T : +605-805 2722 F : +605-805 2721 M : +6012-505 2720 / +6012-502 2720

E : custcare@cqetraining.com or kuangkh@cqetraining.com W : <http://www.cqetraining.com> B : <http://cqeblog.blogspot.com>

A1. CORPORATE STRATEGY



COMPANY PROFILE

CQE Training & Consultancy PLT is one of the fastest growing local and regional training and consulting organization specializing in management system solutions that elevate the performance of client organizations. CQE Training & Consultancy PLT provides consulting and training services in Quality, Environmental, and Health and Safety standards-based management systems like ISO 9001:2015 QMS, ISO 14001:2015 EMS, IATF 16949:2016 Automotive QMS, ISO31000:2018 Risk Management and Ford's QOS. CQE Training & Consultancy PLT also leads the way with Lean, Six Sigma and other breakthrough systems and methods of performance enhancement, supported by CQE Training & Consultancy PLT unique and tracked proven systems.

Our dedicated team of trainers are highly experienced and qualified with proven track records in the field of quality concepts, systems, tools and work place application. Popular integrated management system concept is utilized to synergize Quality, Environmental, Human Resource, Process and Technology to provide an ultimate solution to companies which aim to achieve the expectations and satisfaction of our customers.



Vision
Mission
& Values

VISION

Founded in 2001, CQE Training & Consultancy PLT is headquartered in Malaysia with associate offices throughout the country and regional countries. We are strategically placed to better serve the expanding nationwide marketplace. CQE Training & Consultancy PLT is a leader in consulting and training; our unique integrated methodology is designed to continuously improve your business management systems and impact the bottom line.

CQE Training & Consultancy PLT emphasizes producing cost savings in your business process improvements while meeting or exceeding customer expectations. This enables our clients to maintain and expand their existing business in the face of a more competitive world market.

(Please visit company website at : <http://www.cqetraining.com>)



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MISSION

The CQE Training & Consultancy mission is to help clients achieve and sustain customer-focused competitive advantage with significant bottom-line impact and results. CQE Training & Consultancy combines extensive knowledge in business excellence practices with deep industry experience to build and strengthen client capabilities. We are a dynamic and result-orientated learning organization.

Our aims are to drive your people and organization to excel through life-long learning. With our commitment: "Excel in Learning and Education for Superb and Empower Employee and Organization Performance", you can be assured that our training programs or consultancy services are based on current trend or needs, and customized to your needs.



QUALITY POLICY

CQE Training & Consultancy is fully committed to achieve and exceed our customer satisfaction & expectation. We are committed to continually improve the effectiveness and efficiency of our processes, so as to provide outstanding consulting and training services to our customers. Our theme is **"PROVIDES QUALITY SERVICES NOTHING LESS THAN THE BEST!"**

Our aims is to continually be **THE TRAINING SERVICE PROVIDER OF CHOICE**. In pursuit of our policy, we shall establish objectives to be a reliable, reputable and excellent firm.



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QUALITY OBJECTIVES

In line with our company Quality Policy, we are fully committed to implement and achieve the following Quality Objectives:

- To achieve and exceed our customer satisfactions and expectations in our training & consulting services.
- To be the leading "Training & Consulting Service Provider of Choice" in country and region.
- To be highly professional in ethical conduct in our business operations and activities.
- To be cost effective and efficient to all our valued customers.



CORE VALUES

- Integrity & Honesty
- Customer Focus & Oriented
- Commitment & Responsibility
- Team Spirit
- Quality, Innovative & Excellent Solutions & Services



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CORPORATE STRATEGY

CQE Training & Consultancy PLT on annually basis do perform company strategic planning in order to continuously ensuring present company entrepreneurial decision systematically with the greatest knowledge and information from voice of customer (VOC) and industries.

Our [collaboration with HRDF](#), Federation of Malaysian Manufacturers (FMM) Institute and membership with American Society for Quality (ASQ) USA, Chartered Quality Institute (CQI) United Kingdom and Malaysia Productivity Corporation (MPC) enable us to gather valuable information for corporate strategic planning process.



SERVICES

CQE Training & Consultancy specializes in Quality Standards Implementation, Environmental Management, Supply Chain Management, Global Sourcing, Health and Safety and Performance Enhancement consulting and integrated training to an extensive array of service and industry sectors. We also offer a comprehensive and cohesive solution to your company's continuous improvement needs through a complete package of training and consultancy programmes. Our service approach is totally customer focused and driven concept.

Our areas of expertise are involved in assisting and helping companies to meet ISO9001, ISO13485, ISO22000, IATF16949, VDA6.1, ISO14001, ISO17025 and TPM management systems. Besides this, we also have an extensive range of training programmes aiming for continuous quality & productivity improvements and manufacturing support requirements.

CQE Training & Consultancy's synergize approach is to provide leading edge information, attitude, knowledge and competency needed by any organization to stay competitive in current global business environment.



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SATISFIED CUSTOMERS

CQE Training & Consultancy PLT customers are loyal and satisfied. With relationships as long as 22 years with us, CQE Training & Consultancy customers stay with us because we provide the business management expertise they need to improve their operations along with customized solutions to fit their individual needs.



INDUSTRIES SERVED

CQE Training & Consultancy PLT broad experience encompasses hundreds of companies in dozens of industries. Our consultants and trainers have held operational, managerial and executive roles at some of the most successful companies in the world, and they bring their experiences to each engagement.

We believe that systemic approaches to business excellence transcend industry boundaries. However, we also recognize that a deep understanding of a particular industry can be useful for certain types of engagements. Consequently, CQE Training & Consultancy consultants have deep expertise in their given industry, which is available to all of our consultants and trainers worldwide.



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QUALITY COURSES

Quality Control Awareness
QC/QA Techniques
7 Quality Control Tools
7 New QC Tools (7 MP Tools)
Quality Control Circles (QCC)
Quality Improvement & Management
Acceptance Sampling Plan (ASP)
Statistical Process Control (SPC)
Measurement System Analysis (MSA)
Reliability, Liability and Maintenance
Metrology, Measurement and Calibration
Design of Experiment (DOE)
Manufacturing Inference Statistics (Basic)
Cost of Quality (COQ)
Failure Mode and Effects Analysis (FMEA)
8D Problem Solving Methodology
Introduction to ISO9001 QMS
Implementation of the Latest ISO9001:2008
ISO9001:2015 QMS Internal Quality Audit
Total Quality Management (TQM)
Introduction to The 6 Sigma Way

CUSTOMER TAILORED PACKAGE

ISO9001:2015 QMS Certification
ISO9001:2015 QMS Introductory Training
IATF16949:2016 Automotive QMS Certification
HACCP / ISO22000 QMS Certification
ISO13485 Medical Devices QMS Certification
ISO14001:2015 EMS Introductory Certification
OHSAS18001/ISO45001 OHS Certification
ISO17025:2017 Laboratory Accreditation
Ford Q1, QOS
TQM Implementation
Hoshin Deployment
6 Sigma Champion, Black and Green Belts
In-house ASQ CQI Programme
In-house ASQ CQT Programme
In-house ASQ CQIA Programme
In-house ASQ CQA Programme
In-house ASQ CQE Programme
In-house ASQ CRE Programme
In-house ASQ CSSGB Programme
In-house ASQ CSSBB Programme
In-house ASQ CMQ/OE Programme

AUTOMOTIVE QUALITY COURSES

IATF16949:2016 Automotive QMS Introductory & Awareness Training
IATF16949:2016 Automotive QMS Internal Quality Audit Training
Advance Product Quality Planning and Control Plan (APQP) 2nd. Edition
Production Part Approval Process (PPAP) 4th. Edition
Failure Mode & Effects Analysis (FMEA) 4th. Edition
Measurement System Analysis (MSA) 4th. Edition
Statistical Process Control (SPC) 3rd. Edition
Creative 8D Problem Solving Methodology
FMEA & Hazards Identification, Risk Assessment & Risk Control (HIRARC)





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GOOD MANUFACTURING SUPPORT COURSES

5S Housekeeping

Gemba Kaizen Continuous Improvement

Productivity Improvement Techniques (PIT)

Good Manufacturing Practices (GMP)

Kanban Manufacturing Systems (KMS)

Value Stream Mapping (VSM)

Single Minute Exchange of Die (SMED) or Quick Change Over (QCO)

Poka-Yoke Mistake Proofing Manufacturing

Cycle Time Management (CTM)

Total Productive Maintenance (TPM)

Total Quality Management (TQM) or Total Quality Control (TQC)

Just-In-Time Manufacturing (JIT)

Lean Manufacturing Systems (LMS)

Manufacturing Operation Management (MOM)

Project Management (PM)

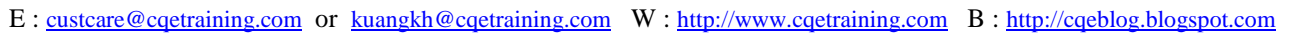
ElectroStatic Discharge Programme (ESDP)

MINITAB Statistical Application Training



Please click on this webpage for list of training programme –

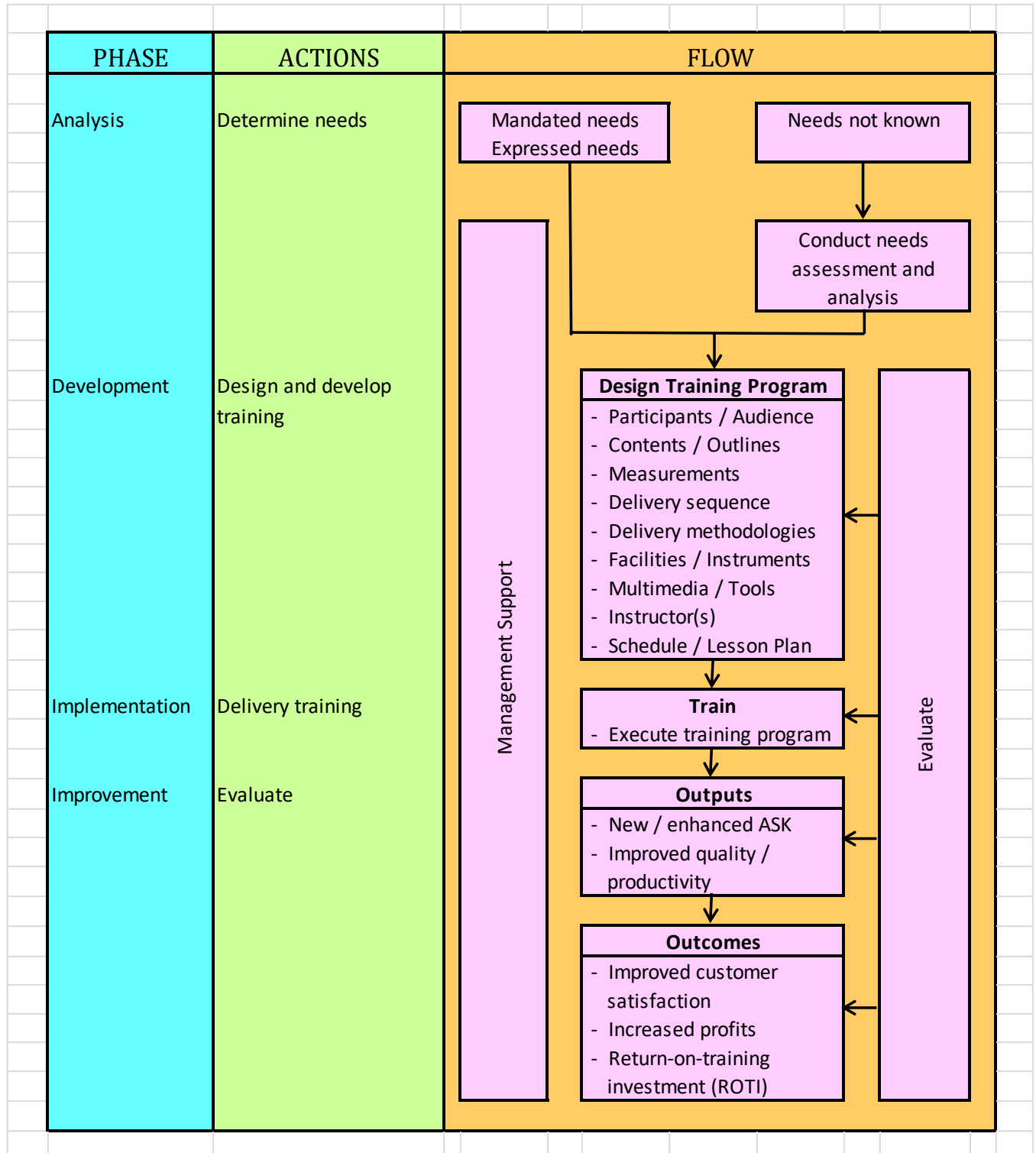
(<http://www.cqetraining.com/Training-Program.html>)





B1. TRAINING PROGRAM DEVELOPMENT

4 phases of Training System Model– Analysis, Development, Implementation and Improvement.



Training System Model used by CQE Training & Consultancy



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B2 (i). TRAINING PROGRAM DEVELOPMENT

CQE Training & Consultancy principal consultant Mr. Eddie Kuang is:-

- (a) Senior member of American Society for Quality (ASQ), USA since 1996
- (b) Associate member of Chartered Quality Institute (CQI), United Kingdom since 1996
- (c) Resource trainer and consultant for FMM Institute Kuala Lumpur and Branches since 1995
- (d) CQE Training & Consultancy is the MPC Productivity & Innovative (P&I) Associate Member

Arising from this, we do receive on monthly basis the Quality relevant magazines such as Quality Progress, Quality World and various emails about the latest development and trend in US and UK especially on the new training program needed. Further with the communication and information from FMM Institute, Malaysia Productivity Corporation (MPC) and our regular communication with our clients and customers, we able to gather valuable information for the training needs assessment and analysis. Then the training program curriculum and structure are developed.

Besides this, few of the Quality Professional Certification Program such as Certified Quality Engineer (CQE), Certified Quality Auditor (CQA), Certified Six Sigma Green Belt (CSSGB), Certified Six Sigma Black Belt (CSSBB), the training curriculum and structure are solely based on American Society for Quality (ASQ) Body of Knowledge (BoK) or syllabus.

Suitable and appropriate adult leaning principles and techniques (Kinesthetic Adult Learning Techniques) being used to conduct this training plus the correct blending of theoretical, discussion and workshop will definitely enhance the results and outcomes of this training. CQE Training & Consultancy assure that training participants will pick-up the important and key imperative knowledge and skills that can bring back and add values to their esteemed organization. One of our proven effective and efficient learning techniques that will brings positive learning outcomes and results.

Training conducted by CQE Training & Consultancy will comes with the Executive Training Report (ETR) and Training Evaluation Summary (TES) to assess the training effectiveness.

Please refer sample for ETR and TES at this hyperlink for more details:- (more samples will be shared and during HRDF site verification visit)

A) Executive Training Report, ETR (please click to download the attached pdf file)

A1. [ETR - ISO/TS16949 Automotive QMS Internal Quality Audit Silverstone Berhad.](#)

Password to open the attached file is : **cqetraining** .

A2. [ETR – SPC Toyo Tyres Malaysia Sdn Bhd.](#) Password to open the file is : **cqetraining** .

B) Training Evaluation Summary, TES

B1. [TES – ISO/TS16949:2009 Automotive QMS IQA Silverstone Berhad.](#)

Password to open the attached file is : **cqetraining** .

B2. [TES – SPC Toyo Tyres Malaysia Sdn Bhd.](#)

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B2 (ii). TRAINING PROGRAM DEVELOPMENT

Based on CQE Training & Consultancy internal capability analysis, the vast experiences and competency of our trainers, **continuous and life-long learning concepts** is still one of the vital and critical factors, trainer continuously attend related training, seminar and conference to upgrade themselves.

Below please find the (a) Academic and Professional Qualification and (b) Professional Membership for principal consultant Mr. Eddie Kuang.

Profile of Trainer:

NAME : [Mr. Kuang Kok Hoo \(Eddie\)](#)

An Approved PSMB Trainer (PSMB Certificate No. : TTT/0523)



Academic and Professional Qualification:

- 1) Bachelor (Hon's) in Applied Statistics and Operational Research from University Science of Malaysia (USM, Malaysia) in 1992
- 2) Train The Trainer (TTT) by Specialist Management Resources Sdn. Bhd. – Dr. Palan in 1993
- 3) ISO9001 Quality System Lead Auditor Training by John Dodkins Associates Stafford, England in 1994
- 4) Registered ISO9000 Quality System Lead Auditor by International Registered Certificated Lead Auditor (IRCA), United Kingdom in 1994
- 5) Post Graduate Professional Competence Certificate - American Society for Quality (ASQ) Certified Quality Engineer (CQE) in 1996
- 6) Certificate in Train The Trainer (TTT) Competency Based Training (CBT) Approach by Department of Employment, Training and Further Education (DETAFFE) Australia in 1996
- 7) Post Graduate Professional Competence Certificate - American Society for Quality (ASQ) Certified Manager of Quality/Organizational Excellence (CMQ/OE) in 1999
- 8) Advance Environmental Management System (EMS) Auditing Training Course (ISO14001 Lead Assessor) by SGS International Certification Services Ltd. In 1999
- 9) Certificate in Competency Based Training (CBT) - Instructor Certification & Assessor Certification by Sepang Institute of Technology (S.I.T) in 1999 and 2000
- 10) Kursus Induksi Pegawai Pengesahan Dalaman by MLVK, Malaysia in 2000
- 11) Six Sigma Champion/Leadership Training Workshop by Partners Conference & Event Management, Singapore in 2001 (Dr. Forrest Breyfogle, Smarter Solutions, Inc., USA)
- 12) Post Graduate Professional Competence Certificate - American Society for Quality (ASQ) Certified Six Sigma Black Belt (CSSBB) in 2003
- 13) ISO/TS16949 Lead Auditor Training – Quality Management Systems for Automotive Industry
- 14) PSMB Train The Trainer (TTT) – HRDF Approved Trainer in 2007 (PSMB Certificate No. : 0523)
- 15) Certified Process Quality Specialist by QUALIFI, UK in 2017



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Academic and Professional Membership / Position:

- 1) Chairman of American Society for Quality Malaysia Local Member Community (ASQ Malaysia LMC Chair, July 2011~ Dec 2015)
- 2) Senior Member of American Society for Quality, USA since 1996
- 3) Associate Member of Chartered Quality Institute, United Kingdom since 1996
- 4) Members of ASQ Automotive Division, ASQ Quality Audit Division, ASQ Statistics Division, ASQ Team and Workplace Excellence, ASQ Quality Management Division and ASQ Six Sigma Forum
- 5) CQE Training & Consultancy is MPC Productivity & Innovation (P&I) Associate Member
- 6) Approved Malaysia Productivity Corporation (MPC) Business Excellence Consultant since 2013

B3. TRAINING PROGRAM DEVELOPMENT

Every training course conducted by CQE Training & Consultancy will comes together with a detail Executive Training Report (ETR) and Training Evaluation Summary (TES). Inputs and feedbacks from training participants will be taken seriously as valuable and constructive feedbacks to improve the training program.

The 4 phases of instructional training design model **AD²IE** are **clearly** plan and executed will ensure the quality of the training program.

A – Training needs **ANALYSIS** is properly carried out and conducted.

D – Training **DESIGN** where decisions on course contents, delivery methods, measurement and evaluation and implementation strategies are made.

D – Training **DEVELOPMENT** where training materials are created, purchased or modified to meet training needs.

I – **IMPLEMENTATION** where training is delivered to target participants and audience.

E – **EVALUATION** consists of determining whether training program achieving plan outcomes and results, monitoring, review and continuous improvements.

Various suitable multimedia training & learning methodologies together with Adult Learning Principles (VAK - Visual, Auditory and Kinesthetic) will be used to conduct the training program.

Bloom's Taxonomy of Educational Objectives categorizes objectives in three domains: (1) Cognitive (2) Affective (3) Psychomotor. Then the cognitive domain is sub-divided into 6 behaviors:

Remember (knowledge level), Understand (comprehension level), Apply (application level), Analyze (analysis level), Evaluate (evaluation and assessment level) and Create (synthesis level). CQE Training & Consultancy is incorporating this Bloom's Taxonomy concepts into Quality Professional Certification Programs such as Certified Quality Inspector (CQI), Certified Quality Technician (CQT), Certified Quality Engineer (CQE), Certified Six Sigma Green Belt (CSSGB), Certified Six Sigma Black Belt (CSSBB), Certified Manager of Quality / Organizational Excellence (CMQ/OE) based on ASQ Body of Knowledge (BoK).