



Hong Kong Quality Management Association
Certificate Course on Registered Quality Manager (E-Learning)
Application Form

Full Name: _____ (English) _____ (Chinese)

Title: _____ Date of Birth: _____ (d/m/y) Place of Birth: _____

HKQMA Membership No.: _____ HKID / Passport No.: _____

Mailing Address: _____

Current Company : _____

Job Position : _____ Tel No.: _____

E-mail Address : _____ Mobile No.: _____

Education Information : List out all the higher diploma, university, and college. (Please attach the copy of education certificates)

From	To	Mode (Full time / Part time)	Name of College	Major Degree

Career History :

From	To	Company / Organization	Job Positions

Declaration :

1. I agree to comply with the professional practices and the following notices, and be bound by them.
2. I declare that all the above information is true and complete to the best of my knowledge.
3. Once the course starts, it cannot be changed.
4. The association reserves all rights to change or cancel the course.

Signature of Applicant : _____ Date : _____

Privacy Safeguard

All the personal information in the application form is complied with the provisions of the HKSAR Personal Data (Privacy) Ordinance. applicant's information is only used for enrollment and communications between the applicant and the Association.

Course Contents:

Modules (Languages Cantonese; Handouts in English)

1. Quality Management System
 - a). Introduction, Why Quality is Important? ISO-9001-2015
 - b). Quality Models; Theories from Quality Gurus; TQM
2. Tools in Quality Management
 - a). Traditional 7 tools to new 7 tools in quality control; Lean Tools; Basic 6 Sigma
 - b). TRiZ; Basic Statistics for problem solving; Innovation in Quality
3. Towards Quality 4.0
 - a). Research methods; Industrial 4.0 and Quality 4.0 Maturity Model
 - b). Concepts of IoT; RPA; ERP
4. Management and Measurement
 - a). Roles of leadership; Training plans and needs analysis; Staff empowerment; Team and Group performance
 - b). KPI and value stream mapping; Balanced Score Card; Organizational performance and measurement
5. Business Analytics and Service Quality
 - a). Data Analysis, Big Data and data Mining applications in Q.4.0
 - b). Customer Experience Management; Service Quality; CSI and Mysterious Shoppers

Program Fee:
HK\$1,500
(HKQMA Member
HK\$1,200)
per module

Course Modules Selection (please tick ✓ the modules that applies)

Course Modules	✓
1. Quality Management System	
2. Tools in Quality Management	
3. Towards Quality 4.0	
4. Management and Measurement	
5. Business Analytics and Service Quality	

Applicant can pay the program fee through the following way :

Cheque/ ATM Transfer / Online Bank / Faster Payment System (FPS)

1. Please return this application form together with your cheques remit to Hong Kong Quality Management Association, Rm 130, 1/F., Liven House, 61-63 King Yip Street, Kwun Tong, Kowloon. The cheque should be made payable to "Hong Kong Quality Management Association" and crossed "Account Payee Only".
2. If use ATM Transfer services, please send back the bank slip to inform us by fax (no.2581 2212) or by email to enquiry@hkqma.org

Bank: The Hongkong and Shanghai Banking Corporation Limited
(HSBC)

Account No: HSBC 004-019-147404-001

Account Name: Hong Kong Quality Management Association

3. Faster Payment System (FPS) identifier : 167-799-006