

## 2019 CMQ/OE Changes

- Section I**
  - Added the new BOK and testing detail
- Section II  
Leadership**
  - Added impacts of global change
  - Note II - 31/35 might not be tested
  - Added critical thinking and Socratic questioning
  - Work cells dropped from Section II. Definition on VI-88
  - Virtual teams and leadership style were added
  - Added new ASQ Code of Ethics
- Section III  
Strategic  
Development**
  - Updated Baldrige Criteria
  - Added ISO 9001:2015 Summary
  - Changed SWOT analysis to Risk analysis
  - Added Global Market Changes
  - Added Quality 4.0, and cloud computing
  - Added machine learning and artificial intelligence
  - Added automation and autonomation
  - Changed ISO/TS 16949 to IATF 16949 (all locations)
- Section IV  
Management  
Skills**
  - Added Delegating and Allocating Resources
  - Added ongoing professional development and quality systems
  - Added sharing knowledge among workers, stakeholders, competitors, and suppliers
  - Added Virtual Team Support and Project Phases
  - Added project methodologies linear, evolutionary, and iterative
- Section V  
Quality  
Systems**
  - Replaced ISO 9001 with 2015 version
  - Reduced Excellence Canada (2 pages to 1 page)
  - Updated ISO 14000, ISO/IEC 17025, FDA cGMP
  - Deleted Skip-level meetings
  - Added Stakeholders Feedback
  - Added Warranty Data and Return Data Analytics
  - Added Product Traceability and Recall Reports
  - Rearranged Quality Leaders to match BOK order
  - Updated quality standard dates
  - Updated Baldrige, Excellence Canada, EFQM, TL 9000, 21 CFR Part 820
  - Added ASQ International Team Excellence Award (ITEA)
  - Moved quality mgmt. standards from III.E.2 to III.E.1

**Section VI  
Management  
Tools**

- Added Kepner-Tregoe and related questions
- Reduced cycle time-reduction from 5 pages to 3 pages
- Killed all CTR questions
- Kept a line on estimating probability of failure
- Moved qualitative assessment to Section VIII.

**Section VII  
Measurement  
Tools**

- Removed Goal - Question - Metric and related questions
- Infant mortality is covered with the Bathtub curve
- Changed Voice of the customer to customer satisfaction and loyalty.

**Section VIII  
Customer  
Focus**

- NIST updated
- Moved in qualitative assessment and questions from Section VII

**Section IX  
Supplier  
Management**

- Added two pages on Supplier Risk Management
- Added questions for Risk management and external certification models

**Section X  
Training**

- Little change

**Section XI  
Case Study  
Questions**

- Added 38 new or revised case study questions
- Referred to as scenario based/stimulus sets

**Section XII  
Appendix**

- Added definitions:
  - Socratic questioning and Virtual teams
  - Automation, autonotation, and quality 4.0
  - Cloud computing. Machine learning, and Blockchain