Vskills CERTIFIED

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Certified Service Quality Manager VS-1173

Certified Service Quality Manager

Certification Code VS-1173

Vskills certification for Service Quality Manager assesses the candidate as per the company's need for implementing and managing service quality. The certification tests the candidates on various areas in service quality basics, total quality management, ROQ analysis, quality management and tools, quality assessment and measurement.

Why should one take this certification?

This Course is intended for professionals and graduates wanting to excel in their chosen areas. It is also well suited for those who are already working and would like to take certification for further career progression.

Earning Vskills Service Quality Manager Certification can help candidate differentiate in today's competitive job market, broaden their employment opportunities by displaying their advanced skills, and result in higher earning potential.

Who will benefit from taking this certification?

Job seekers looking to find employment in quality and customer support departments of various companies, students generally wanting to improve their skill set and make their CV stronger and existing employees looking for a better role can prove their employers the value of their skills through this certification.

Test Details

- **Duration:** 60 minutes
- **No. of questions:** 50
- **Maximum marks:** 50, Passing marks: 25 (50%)

There is no negative marking in this module.

Fee Structure

Rs. 3,499/- (Excludes taxes)*

*Fees may change without prior notice, please refer http://www.vskills.in for updated fees

Companies that hire Vskills Service Quality Manager

Service Quality Managers are in great demand. Companies specializing in quality or customer support are constantly hiring skilled service quality managers. Various public and private companies also need service quality managers for their quality and customer support departments.

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Sample Questions

Q.1 "Quality is defined by the customer" is?

A. an unrealistic definition of quality
B. a user-based definition of quality
C. a manufacturing-based definition of quality
D. Representative State Transfer

Q.2 Which of the following is not one of the major categories of costs associated with quality?

A. prevention costs
B. appraisal costs
C. internal failures
D. none of the above, they are all major categories of costs associated with quality

Q.3 Statistical Process Control is concerned with.

A. Measuring and controlling process variations
B. Inspecting goods before dispatch
C. Measuring the amount of re-work required to rectify faulty goods
D. Identifying the security needs of an Operations system

Q.4 Statistically, an improvement in a system is defined as.

A. an improvement in the mean outcome
B. a decrease in the system variability
C. a correction of an assignable cause
D. A and B

Q.5 The Japanese term for waste is _____?

A. Muri
B. Kanban
C. Muda
D. Kaizen

Answers : 1-B, 2-D,3-A,4-D,5-C

Certifications

Accounting, Banking and Finance
- Certified AML-KYC Compliance Officer
- Certified Business Accountant
- Certified Commercial Banker
- Certified Foreign Exchange Professional
- Certified GAAP Accounting Standards Professional
- Certified Financial Risk Management Professional
- Certified Merger and Acquisition Analyst
- Certified Tally 9.0 Professional
- Certified Treasury Market Professional
- Certified Wealth Manager

Big Data
- Certified Hadoop and Mapreduce Professional

Cloud Computing
- Certified Cloud Computing Professional

Design
- Certified Interior Designer

Digital Media
- Certified Social Media Marketing Professional
- Certified Inbound Marketing Professional
- Certified Digital Marketing Master

Foreign Trade
- Certified Export Import (Foreign Trade) Professional

Health, Nutrition and Well Being
- Certified Fitness Instructor

Hospitality
- Certified Restaurant Team Member (Hospitality)

Human Resources
- Certified HR Compensation Manager
- Certified HR Stafffing Manager
- Certified Human Resources Manager
- Certified Performance Appraisal Manager

Office Skills
- Certified Data Entry Operator
- Certified Office Administrator

Project Management
- Certified Project Management Professional

Real Estate
- Certified Real Estate Consultant

Marketing
- Certified Marketing Manager

Quality
- Certified Six Sigma Green Belt Professional
- Certified Six Sigma Black Belt Professional
- Certified TQM Professional

Logistics & Supply Chain Management
- Certified International Logistics Professional
- Certified Logistics & SCM Professional
- Certified Purchase Manager
- Certified Supply Chain Management Professional

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- Certified IPR & Legal Manager
- Certified Labour Law Analyst
- Certified Business Law Analyst
- Certified Corporate Law Analyst

Information Technology
- Certified ASP.NET Programmer
- Certified Basic Network Support Professional
- Certified Business Intelligence Professional
- Certified Core Java Developer
- Certified E-commerce Professional
- Certified IT Support Professional
- Certified PHP Professional
- Certified Selenium Professional
- Certified SEO Professional
- Certified Software Quality Assurance Professional

Mobile Application Development
- Certified Android Apps Developer
- Certified iPhone Apps Developer

Security
- Certified Ethical Hacking and Security Professional
- Certified Network Security Professional

Management
- Certified Corporate Goverance Professional
- Certified Corporate Social Responsibility Professional

Life Skills
- Certified Business Communication Specialist
- Certified Public Relations Officer

Media
- Certified Advertising Manager
- Certified Advertising Sales Professional

Sales, BPO
- Certified Sales Manager
- Certified Telesales Executive

& many more job related certifications

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