



ASQ Certified Quality Auditor (CQA) Exam Review

CEQAL 589

Develop the knowledge and skills needed to pass the ASQ CQA Exam. A Certified Quality Auditor is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

Who Should Attend: Individuals who wish to take the ASQ Certified Quality Auditor certification exam.

Prerequisite: See ASQ Certification requirements at: www.asq.org

CEU's Credits: 2.8

Duration: 28 Hours – 4-day course

Course Content:

Certification Overview

- Certified Auditor Exam
- Code of Ethics

Introduction to Quality Auditing

- Auditing Terms and Definitions
- Audit Overview
- ISO 9000/QS 9000 Standards
- ISO 10011 Synopsis

Auditor Skills and Conduct

- Auditor Responsibilities
- Audit Protocol
- Auditor Competence
- Communication
- Objectivity

Planning and Preparation

- Audit Planning
- Audit Preparation

- Checklist Examples

Audit Performance

- Audit Responsibilities
- Meetings
- Use of Checklists
- Verification
- Interviewing
- Audit Tools
- Field Inspection
- Observations and Findings

Audit Report and Follow-Up

- Formal Audit Report
- Report Content Summary
- Audit Report Example
- Forms
- Corrective Action
- Root Cause Analysis

Auditing Tools and Techniques

- Management Principles
- Inspection Principles
- Sampling Principles
- Statistical Concepts
- Control Charts
- Problem Solving

Test Questions

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar