



## Quality Improvement Associate Certification (CQIA)

### CEQAL 617

Develop the knowledge and skills needed to pass the ASQ CQIA Exam. The Certified Quality Improvement Associate is an individual who has a basic knowledge of quality tools and their uses and is involved in quality improvement projects but does not necessarily come from a traditional quality area.

**Who Should Attend:** Individuals who wish to take the ASQ Quality Improvement Associate Certification exam.

**Prerequisite:** See ASQ Certification requirements at: [www.asq.org](http://www.asq.org)

**CEU's Credits:** 4.0

**Duration:** 40 Hours

**Course Content:** **Certification Overview**

- CQIA Exam
- CQIA Body of Knowledge

**Quality Concepts & Principles**

- Quality Definitions & Terms
  - Quality Defined
  - Organizational Quality Steps
  - Quality Terms
- **Systems and Processes**
  - Importance of Employee
  - Individual Involvement
  - Employee Empowerment

- Quality of Work Life
- **Quality Planning**
  - Strategic Quality Goals
  - Tactical Quality Goals
  - Quality Maturity
- **Variation**
  - System Variation
  - Special vs Common Case
  - Sources of Variability

### **Quality Benefits & Philosophies**

- Benefits of Quality
  - Stakeholder Groups
  - Stakeholder Quality Benefits
  - MBNQA
- **Quality Philosophies**
  - Philip Crosby
  - W. Edwards Deming
  - Joseph M. Juran
  - Comparisons

### **Team Roles & Responsibilities**

- Types of Teams
  - Team Applications
- Roles and Responsibilities
  - Sponsor/champion
  - Leader Role
  - Facilitator
  - Team Member Role
  - Measurement of Performance

### **Team Formation & Dynamics**

- Initiating Teams

- Team Objectives
- Team Activities
- Team Building
- Team Charter
- Team Guidelines
- Team Meetings
- Reward & Recognition
- Selecting Team Members
  - Team Size
- Team Problem Areas
  - Groupthink
- Team Stages
- Conflict Resolution

### **Continuous Improvement**

- Incremental & Breakthrough
  - Incremental Improvement
  - Breakthrough Improvement
  - Reengineering
  - Six Sigma
  - Kaizen
  - Mistake Proofing
- Improvement Cycles
  - Plan/do/check/act
  - Cycle Time Reduction
  - Concurrent Activities
  - Corrective Action
  - Root Cause Analysis
  - Trend Analysis
  - Barriers

### **Basic Quality Tools**

- Problem Solving Steps

- Fishbone Diagrams
- Flow Charts
- Data Types
- Checksheets
- Histograms
- Pareto Diagrams
- Scatter Diagrams
- Control Charts
- Variable Charts
- Chart Interpretation
- Other Variable Charts
- Pre-control
- Attribute Charts

### **Quality Management Tools**

- Brainstorming
- Affinity Diagrams
- Benchmarking
- Quality Costs
  - Cost Categories
  - Cost Improvement
  - Cost Bases
  - Cost Pitfalls
- Quality Audit
  - Types of Audits
  - Audit Responsibilities
  - Audit Preparation/execution
  - Audit Report
  - Audit Terms

## **Customer-supplier Relationships**

- Internal Customers
  - Employee Surveys
  - Training of Employees
- External Customers
  - Customer Satisfaction
  - Customer Satisfaction Surveys
  - Customer Service Principles
  - Customer Retention
  - Customer Needs
- Suppliers
  - Supplier Ratings
  - Supplier Communications
  - Supplier Assessment
  - Supplier Feedback
  - Supplier Certification

*Each participant will receive a comprehensive manual and a certificate of completion at the close of the seminar.*