

CQIA Primer 2020, 5th Edition Changes

Section II

- **Added new material on organizational culture**
- **Added content on standardization**
- **Added questions for the above items**
- **Number of questions stayed the same**

Section III

- **Updated Baldrige criteria**
- **Added Armand Feigenbaum**
- **Adjusted questions for the above**

Section IV

- **Dropped some performance measurement material**
- **Decreased the number of questions by 25%**

Section V

- **Decreased the number of questions by 20%**
- **No change in content**

Section VI

- **Increased questions by 20%**
- **No content change**

Section VII

- **Increased questions by 20%**
- **Updated references**
- **Content essentially the same**

Section VIII

- **Increased number of questions by about 40%.**
- **Relocated data types to VIII - 2.**
- **Added 5 whys and fishbone diagrams to root cause analysis**
- **Added SWOT and FMEA to risk management**

Section IX

- **Questions decreased by about 30%**
- **Added content on data gathering and complaint process**
- **Added content on customer needs and supplier relationships**