THE QUALITY IMPROVEMENT ASSOCIATE PRIMER

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Alignment Comparison B/T the CQIA Primer & ASQ’s BOK

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I know of no more encouraging fact than the unquestionable ability of man to elevate his life by a conscious endeavor.

Henry David Thoreau
I. CERTIFICATION OVERVIEW

Certified Quality Improvement Associate Exam

Objective

To provide recognized fundamental quality training and to prepare persons interested in taking the CQIA examination.

Certification

Certification is the independently verified prescribed level of knowledge as defined through a combination of experience, education and examination.

The Certified Quality Improvement Associate

The CQIA examination is designed to assess basic knowledge of quality tools and their uses by individuals who are involved in quality improvement projects, but do not necessarily come from traditional quality areas.
CQIA Exam (Continued)

Eligibility

CQIA participants must register with ASQ headquarters. Eligibility is two years of general work experience or at least an Associates Degree from a post-secondary school.

Cost

The national test fee is determined by ASQ.

Location

Proctors are provided by local ASQ Sections.

Duration

A written test lasts three hours. A Prometric test lasts 3.5 hours.
I. CERTIFICATION OVERVIEW

CQIA Exam (Continued)

Study

The authors recommend that this Primer be taught by a qualified CQE, CQA, CMQ/OE or CQIA using classroom lecture, study assignments and a review of test questions. Training may vary from 20 hours to 40 hours. Additionally, the student should spend about 50 hours of individual study on the Primer, test questions, and other bibliography sources. If the student studies unaided, a minimum of 80 hours of preparation is suggested.

Exam Hints

The CQIA applicant should take into the exam:

- Several #2 pencils
- A calculator
- The *CQIA Primer* (without test questions)
- Any other selected bibliography sources
- Scratch paper
I. CERTIFICATION OVERVIEW

CQIA Exam (Continued)

Exam Hints (Continued)

Arrive early, get a good seat, and organize materials.

Answer all questions. There's no penalty for wrong answers.

Save difficult questions until the end.

Use good time management. If there are 100 questions on a written exam, and the exam lasts 3 hours, a student must average 1.8 minutes/question. The Prometric exam contains 110 questions in a 3.5 hour test (a rate of 1.9 minutes per question).

Some tests begin with difficult questions, avoid panic.

Keep test question numbers and the answer sheet aligned.

Bring any exam errata to the proctor's attention.

Mentally note weakness categories in case you have to take the exam again. ASQ will report only flagrant areas.
I. CERTIFICATION OVERVIEW

CQIA Body of Knowledge

I. Quality Basics (30 Questions)

A. Terms, concepts, and principles

1. Quality definitions (Apply)
   Describe and distinguish between the common definitions of quality.

2. Quality plan (Understand)
   Define a quality plan, describe its purpose and objectives to achieve the quality mission or policy. Identify the various functional areas and people having responsibility for contributing to its development.

3. Quality systems (Understand)
   Understand the difference and relationship between quality assurance, quality control, and continuous quality improvement.

4. Organizational culture (Understand)
   Understand how culture influences the success of process improvement efforts such as lean, six sigma, ISO 9001, Baldrige, and change management.
CQIA BOK (Continued)

5. Employee involvement and empowerment (Understand)

Define and distinguish between employee involvement and employee empowerment. Describe the benefits of both concepts.

6. Systems and processes (Analyze)
Define and distinguish between a system and a process and describe the interrelationships between them. Describe the components of a system – supplier, input, process, output, customer (SIPOC) – and how these components impact the system as a whole.