



# **THE QUALITY IMPROVEMENT ASSOCIATE PRIMER**

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## CQIA Primer Contents

<b>I. CERTIFICATION OVERVIEW</b> .....	<b>I-1</b>
<b>CQIA EXAM</b> .....	<b>I-3</b>
<b>CQIA BODY OF KNOWLEDGE</b> .....	<b>I-7</b>
<b>II. QUALITY CONCEPTS</b> .....	<b>II-1</b>
<b>QUALITY DEFINED</b> .....	<b>II-2</b>
<b>QUALITY TERMS</b> .....	<b>II-4</b>
<b>QUALITY PLAN</b> .....	<b>II-9</b>
<b>QUALITY PRINCIPLES</b> .....	<b>II-11</b>
<b>QUALITY POLICIES</b> .....	<b>II-12</b>
<b>STRATEGIC QUALITY GOALS</b> .....	<b>II-13</b>
<b>TACTICAL QUALITY GOALS</b> .....	<b>II-14</b>
<b>QUALITY MATURITY</b> .....	<b>II-15</b>
<b>ORGANIZATIONAL QUALITY STEPS</b> .....	<b>II-17</b>
<b>QUALITY SYSTEMS</b> .....	<b>II-19</b>
<b>ORGANIZATIONAL CULTURE</b> .....	<b>II-20</b>
<b>EMPLOYEE INVOLVEMENT</b> .....	<b>II-22</b>
<b>INDIVIDUAL INVOLVEMENT</b> .....	<b>II-22</b>
<b>EMPLOYEE EMPOWERMENT</b> .....	<b>II-23</b>
<b>QUALITY OF WORK LIFE</b> .....	<b>II-24</b>
<b>SYSTEMS AND PROCESSES</b> .....	<b>II-27</b>
<b>SIPOC</b> .....	<b>II-29</b>
<b>VARIATION</b> .....	<b>II-35</b>
<b>SYSTEM VARIATION</b> .....	<b>II-35</b>
<b>SPECIAL VS COMMON CAUSE</b> .....	<b>II-37</b>
<b>SOURCES OF VARIABILITY</b> .....	<b>II-39</b>
<b>STANDARDIZATION</b> .....	<b>II-41</b>
<b>REFERENCES</b> .....	<b>II-43</b>



<b>III.</b>	<b>QUALITY BENEFITS &amp; PHILOSOPHIES . . . . .</b>	<b>III-1</b>
	<b>BENEFITS OF QUALITY . . . . .</b>	<b>III-2</b>
	<b>STAKEHOLDER GROUPS . . . . .</b>	<b>III-2</b>
	<b>STAKEHOLDER QUALITY BENEFITS . . . . .</b>	<b>III-4</b>
	<b>BALDRIGE CRITERIA . . . . .</b>	<b>III-7</b>
	<b>QUALITY PHILOSOPHIES . . . . .</b>	<b>III-9</b>
	<b>PHILIP CROSBY . . . . .</b>	<b>III-10</b>
	<b>W. EDWARDS DEMING . . . . .</b>	<b>III-16</b>
	<b>JOSEPH M. JURAN . . . . .</b>	<b>III-26</b>
	<b>COMPARISONS . . . . .</b>	<b>III-34</b>
	<b>WALTER A. SHEWHART . . . . .</b>	<b>III-38</b>
	<b>KAORU ISHIKAWA . . . . .</b>	<b>III-39</b>
	<b>ARMAND FEIGENBAUM . . . . .</b>	<b>III-41</b>
	<b>REFERENCES . . . . .</b>	<b>III-43</b>
<b>IV.</b>	<b>TEAM ROLES &amp; RESPONSIBILITIES . . . . .</b>	<b>IV-1</b>
	<b>TEAM PURPOSE . . . . .</b>	<b>IV-2</b>
	<b>VALUE OF TEAMS . . . . .</b>	<b>IV-3</b>
	<b>TYPES OF TEAMS . . . . .</b>	<b>IV-4</b>
	<b>SYNOPSIS OF TEAM APPLICATIONS . . . . .</b>	<b>IV-7</b>
	<b>ROLES AND RESPONSIBILITIES . . . . .</b>	<b>IV-8</b>
	<b>SPONSOR/CHAMPION ROLE . . . . .</b>	<b>IV-9</b>
	<b>LEADER ROLE . . . . .</b>	<b>IV-9</b>
	<b>FACILITATOR ROLE . . . . .</b>	<b>IV-10</b>
	<b>TEAM MEMBER ROLE . . . . .</b>	<b>IV-12</b>
	<b>PERFORMANCE MEASUREMENT . . . . .</b>	<b>IV-13</b>
	<b>REFERENCES . . . . .</b>	<b>IV-14</b>
<b>V.</b>	<b>TEAM FORMATION &amp; GROUP DYNAMICS . . . . .</b>	<b>V-1</b>
	<b>INITIATING TEAMS . . . . .</b>	<b>V-2</b>
	<b>TEAM ACTIVITIES . . . . .</b>	<b>V-4</b>
	<b>SELECTING TEAM MEMBERS . . . . .</b>	<b>V-12</b>
	<b>TEAM STAGES . . . . .</b>	<b>V-14</b>
	<b>TEAM CONFLICT . . . . .</b>	<b>V-17</b>
	<b>COMMON TEAM PROBLEMS . . . . .</b>	<b>V-18</b>
	<b>GROUPTHINK . . . . .</b>	<b>V-19</b>
	<b>CONFLICT RESOLUTION . . . . .</b>	<b>V-21</b>
	<b>TEAM DECISION MAKING . . . . .</b>	<b>V-24</b>
	<b>REFERENCES . . . . .</b>	<b>V-26</b>



<b>VI. IMPROVEMENT TECHNIQUES</b> .....	<b>VI-1</b>
<b>BRAINSTORMING</b> .....	<b>VI-2</b>
<b>PDCA</b> .....	<b>VI-3</b>
<b>AFFINITY DIAGRAMS</b> .....	<b>VI-5</b>
<b>QUALITY COSTS</b> .....	<b>VI-7</b>
<b>COST CATEGORIES</b> .....	<b>VI-9</b>
<b>COST BASES</b> .....	<b>VI-15</b>
<b>AUDITS</b> .....	<b>VI-19</b>
<b>TYPES OF AUDITS</b> .....	<b>VI-20</b>
<b>AUDIT RESPONSIBILITIES</b> .....	<b>VI-25</b>
<b>AUDIT PREPARATION/EXECUTION</b> .....	<b>VI-27</b>
<b>AUDIT REPORT</b> .....	<b>VI-28</b>
<b>AUDIT TERMS</b> .....	<b>VI-29</b>
<b>REFERENCES</b> .....	<b>VI-32</b>
<b>VII. PROCESS IMPROVEMENT</b> .....	<b>VII-1</b>
<b>SIX SIGMA</b> .....	<b>VII-2</b>
<b>DMAIC PROCESS</b> .....	<b>VII-4</b>
<b>SIX SIGMA TRAINING</b> .....	<b>VII-6</b>
<b>SIX SIGMA ROLES</b> .....	<b>VII-7</b>
<b>SIX SIGMA PROJECT MANAGEMENT</b> .....	<b>VII-10</b>
<b>LEAN TECHNIQUES</b> .....	<b>VII-11</b>
<b>LEAN GLOSSARY</b> .....	<b>VII-11</b>
<b>5S</b> .....	<b>VII-13</b>
<b>KAIZEN</b> .....	<b>VII-14</b>
<b>NON-VALUE ADDED</b> .....	<b>VII-15</b>
<b>CONTINUOUS FLOW</b> .....	<b>VII-17</b>
<b>MISTAKE PROOFING</b> .....	<b>VII-18</b>
<b>KANBAN</b> .....	<b>VII-20</b>
<b>CYCLE TIME/VALUE STREAM</b> .....	<b>VII-22</b>
<b>SMED</b> .....	<b>VII-28</b>
<b>BENCHMARKING</b> .....	<b>VII-31</b>
<b>IMPROVEMENT</b> .....	<b>VII-34</b>
<b>REFERENCES</b> .....	<b>VII-41</b>



<b>VIII. QUALITY IMPROVEMENT TOOLS.....</b>	<b>VIII-1</b>
DATA TYPES.....	VIII-2
HISTOGRAMS.....	VIII-3
PARETO DIAGRAMS.....	VIII-8
SCATTER DIAGRAMS.....	VIII-12
CHECK SHEETS.....	VIII-16
CONTROL CHARTS.....	VIII-19
PROBLEM SOLVING STEPS.....	VIII-45
ROOT CAUSE ANALYSIS.....	VIII-47
FISHBONE.....	VIII-47
FLOWCHARTS.....	VIII-49
5 WHYS.....	VIII-52
RISK MANAGEMENT.....	VIII-53
FMECA.....	VIII-53
SWOT ANALYSIS.....	VIII-58
REFERENCES.....	VIII-61
<b>IX. CUSTOMER SUPPLIER RELATIONSHIPS.....</b>	<b>IX-1</b>
SUPPLIER RELATIONSHIPS.....	IX-2
SUPPLIERS SELECTION.....	IX-2
SUPPLIER RELATIONSHIPS.....	IX-5
SUPPLIER PERFORMANCE.....	IX-10
CUSTOMER RELATIONSHIPS.....	IX-17
CUSTOMER IDENTIFICATION.....	IX-17
VOICE OF THE CUSTOMER.....	IX-21
DATA GATHERING AND USE.....	IX-21
COMPLAINT PROCESS.....	IX-35
CUSTOMER NEEDS.....	IX-36
REFERENCES.....	IX-39



## CQIA Primer Question Contents

<u>Primer Section</u>	<u>% CQIA</u>	<u>Questions</u>		
		<u>Exam</u>	<u>Primer</u>	<u>CD ROM</u>
<b>I. Certification Overview</b>				
<b>II. Quality Concepts</b>	<b>15%</b>	<b>15</b>	<b>60</b>	<b>150</b>
<b>III. Quality Benefits</b>	<b>15%</b>	<b>15</b>	<b>60</b>	<b>150</b>
<b>IV. Team Roles &amp; Responsibilities</b>	<b>6%</b>	<b>6</b>	<b>24</b>	<b>60</b>
<b>V. Team Organization</b>	<b>~10%</b>	<b>~10</b>	<b>40</b>	<b>100</b>
<b>VI. Improvement Techniques</b>	<b>~12%</b>	<b>~12</b>	<b>48</b>	<b>120</b>
<b>VII. Process Improvement</b>	<b>~12%</b>	<b>~12</b>	<b>48</b>	<b>120</b>
<b>VIII. Quality Improvement Tools</b>	<b>~16%</b>	<b>~16</b>	<b>64</b>	<b>160</b>
<b>IX. Customer-Supplier Relations</b>	<b>14%</b>	<b>14</b>	<b>56</b>	<b>140</b>
<b>X. Appendix / Index</b>				
<b>Total</b>	<b>100%</b>	<b>100</b>	<b>400</b>	<b>1000</b>

### Alignment Comparison B/T the *CQIA Primer* & ASQ's BOK

Primer	II	III	IV	V	VI	VII	VIII	IX
ASQ BOK	I. A	I. B & C	II. A & B	II. C	III. A	III. B	III. C	IV./V



I. CERTIFICATION OVERVIEW

## Professionalizing Quality Education

**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.





I. CERTIFICATION OVERVIEW

## **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.



I. CERTIFICATION OVERVIEW

## **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.**