CQIA

ASQ Certified Quality Improvement Associate

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Key to success in CQIA Exam on ASQ Certified Quality Improvement Associate

To achieve the professional designation of ASQ Certified Quality Improvement Associate from the ASQ, candidates must clear the CQIA Exam with the minimum cut-off score. For those who wish to pass the ASQ CQIA certification exam with good percentage, please take a look at the following reference document detailing what should be included in ASQ Quality Improvement Associate Exam preparation.

The ASQ CQIA Exam Summary, Body of Knowledge (BOK), Sample Question Bank and Practice Exam provide the basis for the real ASQ Certified Quality Improvement Associate (CQIA) exam. We have designed these resources to help you get ready to take ASQ Certified Quality Improvement Associate (CQIA) exam. If you have made the decision to become a certified professional, we suggest you take authorized training and prepare with our online premium ASQ Quality Improvement Associate Practice Exam to achieve the best result.

ASQ CQIA Certification Details:

9Exam Name	ASQ Certified Quality Improvement Associate
Exam Code	CQIA
ASQ MEMBERS Exam Fee	USD $244
ASQ NON-MEMBERS Exam Fee	USD $394
RETAKES Exam Fee	USD $184
Exam Duration	210 Minutes
Number of Questions	110
Passing Score	550/750
Format	Multiple Choice Questions
Books / Trainings	Quality 101 (Instructor Led) Q101: Certified Quality Improvement Associate Certification Preparation
Schedule Exam	Pearson VUE
Sample Questions	ASQ CQIA Exam Sample Questions and Answers
Practice Exam	ASQ Certified Quality Improvement Associate (CQIA) Practice Test

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ASQ CQIA Exam Syllabus:

I. Quality Concepts (30 questions)	
A. Terms, Concepts, and Principles	1. Quality - Define quality and use this term correctly in various circumstances. (Apply) 2. Quality plan - Define a quality plan, describe its purpose for the organization as a whole, and identify the various functional areas and people that have responsibility for contributing to its development. (Understand) 3. Employee involvement and empowerment - Define and distinguish between employee involvement and employee empowerment and describe the benefits of both concepts. (Understand) 4. Systems and processes - 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. (Analyze) 5. Variation - Define and distinguish between common and special cause variation in relation to quality measures. (Understand)
B. Benefits of Quality	- Describe how using quality techniques to improve processes, products, and services can benefit all parts of an organization. Describe what quality means to various stakeholders (e.g., employees, organization, customers, suppliers, community) and how each can benefit from quality. (Understand)
C. Quality Philosophies	- Describe and distinguish between the following theories and philosophies. (Remember) 1. The Shewhart cycle: plan-do-check-act (PDCA) 2. Deming's 14 points 3. The Juran trilogy 4. The Ishikawa diagram 5. Crosby's zero defects

II. Team Basics (20 questions)

A. Team Organization	1. Team purpose - Describe why teams are an effective way to identify and solve problems, and describe when, where, why, and how teams can be used more effectively than other groups of workers. (Apply) 2. Types of teams - Define and distinguish between various types of teams: process or continuous improvement teams, workgroups or workcells, self-managed teams, temporary or ad-hoc project teams, and cross-functional teams. (Apply) 3. Value of teams - Identify how a team's efforts can support an organization's key strategies and effect positive change throughout the organization. (Understand)
B. Roles and Responsibilities	- Describe the roles and responsibilities of various team stakeholders. (Understand) 1. Sponsor 2. Champion 3. Facilitator 4. Leader 5. Member
C. Team Formation and Group Dynamics	1. Initiating teams - Apply the elements of launching and sustaining a successful team, including establishing a clear purpose and goals, developing ground rules and schedules, gaining support from management and commitment from the team members. (Apply) 2. Selecting team members - Describe how to select team members based on their knowledge and skill sets and team logistics, such as a sufficient number of members in relation to the size or scope of the project, appropriate representation from affected departments or areas, and diversity. (Apply) 3. Team stages - Describe the classic stages of team evolution: forming, storming, norming, and performing. (Understand) 4. Team conflict - Describe the value of team conflict and recognize how to resolve it. Define and describe groupthink and how to overcome it, understand how poor logistics, agendas, and

lack of training become barriers to team success. (Analyze)
5. Team decision making
Describe and use different decision-making models such as voting (majority rule, multivoting) and consensus, and use follow-up techniques to clarify the issue to be decided, to confirm agreement on the decision, and to come to closure on the decision made. (Apply)

III. Continuous Improvement Techniques (30 questions)

A. Continuous Improvement	- Define and use continuous improvement tools and techniques. (Understand) 1. Brainstorming 2. Plan-do-check-act (PDCA) cycle 3. Affinity diagrams 4. Cost of quality 5. Internal audits to identify improvement opportunities
B. Process Improvement	1. Six Sigma - Identify key Six Sigma concepts and tools, including the different roles and responsibilities of Green Belts and Black Belts, typical project types that are appropriate for Six Sigma techniques, and the DMAIC phases: design, measure, analyze, improve, and control. (Understand) 2. Lean - Identify lean tools that are used to reduce waste, including set-up and cycle-time reduction, pull systems (kanban), kaizen, just-in-time (JIT), 5S, and value stream mapping. (Understand) 3. Benchmarking - Define benchmarking and describe how it can be used to develop and support best practices. (Understand) 4. Incremental and breakthrough improvement - Describe and distinguish between these two types of improvements, the steps required for each, and the type of situation in which either type would be expected. (Understand)
C. Quality Improvement Tools	- Select, interpret, and apply the seven basic quality tools. (Apply) 1. Flowcharts 2. Histograms 3. Pareto charts 4. Scatter diagrams

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	5. Cause and effect diagrams 6. Check sheets 7. Control charts - Describe and interpret basic control chart concepts, including centerlines, control limits, out-of-control conditions.
IV. Customer-Supplier Relations (20 questions)	
A. Internal and External Customers and Suppliers	- Distinguish between internal and external customers and suppliers. Describe their impact on products, services, and processes, and identify strategies for working with them to make improvements. (Understand)
B. Customer Satisfaction	- Describe different types of customer feedback mechanisms (formal surveys, informal feedback, official complaints) and describe the importance of using data from these and other sources to drive continuous improvement. (Understand)
C. Supplier Management	- Identify supplier performance measures, including quality, price, delivery, and level of service. Describe commonly used metrics, including product defect rates, functional performance, and delivery timeliness; service or process responsiveness, and availability and competence of technical support. (Understand)

CQIA Sample Questions:

01. Which of the following is NOT necessary for team effectiveness?
a) The team's purpose is clearly understood and supported by all members.
b) The team is accountable for specific measurable outcomes.
c) A process exists for establishing goals and objectives.
d) Company management directly participates as a team member.

02. The process of delegating decision-making authority to lower levels within the organization is the definition of
a) diversity
b) empowerment
c) involvement
d) commitment

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03. In preparation for construction of a cause and effect diagram, it is important to
a) plot separate charts for each source
b) focus on problem outcomes
c) brainstorm ideas
d) validate possible root causes

04. Deming advocates ceasing dependence on mass inspection through the use of
a) sample inspection
b) process validation
c) reliability testing
d) process improvement

05. Which of the following methods is used to develop an exhaustive list of ideas about a subject?
a) Goal-setting
b) Brainstorming
c) Benchmarking
d) Problem-solving

06. Groupthink can be best described as
a) focusing on reaching any decision rather than the best decision
b) building synergy within the team
c) orienting new members about group norms and expectations
d) providing training in group decision-making

07. A type of line graph used to assess the stability of a process is called a
a) control chart
b) Pareto chart
c) check sheet
d) cause and effect diagram

08. One benefit of quality is that a reduction in errors can result in increased
a) dispersion
b) down-time
c) cost savings
d) employee turnover

09. Which of the following tools would be most appropriate for collecting data to study the symptoms of a problem?
a) A check sheet
b) A flow diagram
c) A force field analysis
d) An activity network diagram

10. The best way for a timekeeper to help a team is to
a) keep minutes of the meeting and record how much time was spent on each agenda item

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b) keep track of time during the meeting and alert the team when allocated time is almost up

c) police the team agenda and let team members know when discussions must end

d) let team members know when too much time has been spent on a topic and has prevented the team from completing its work

Answers to CQIA Exam Questions:

Question: 01 Answer: d	Question: 02 Answer: b	Question: 03 Answer: c	Question: 04 Answer: d	Question: 05 Answer: b
Question: 06 Answer: a	Question: 07 Answer: a	Question: 08 Answer: c	Question: 09 Answer: a	Question: 10 Answer: b

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@processexam.com