

ASQ Certified Quality Auditor (CQA)

Table of Contents:

I. Auditing Fundamentals

- Types of quality audits
- Purpose and scope of audits
- Criteria to audit against
- Roles and responsibilities of audit participants
- Professional conduct and consequences for auditors

II. Audit Process

- Audit preparation and planning
- Audit performance
- Audit reporting
- Audit follow-up and closure

III. Auditor Competencies

- Auditor Characteristics
- On-site audit resource management
- Conflict resolution
- Communication and presentation techniques
- Interviewing techniques
- Team Dynamics

IV. Audit Program Management and Business Applications

- Audit Program Management
- Business and financial impact

V. Quality Tools and Techniques

- Basic quality and problem-solving tools
- Process improvement techniques
- Basic statistics
- Process variation
- Sampling methods
- Change control and configuration management

g) Verification and validation

h) Risk management tools