

The Importance of Quality Auditing



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The Effectiveness of Quality Auditing



Quality Auditor Certification (CQA)

Note: You are responsible for: 1) determining if you qualify, 2) selecting an exam date and 3) REGISTERING by the deadline!

Find the best date and location for you. Note the application deadlines for each exam date.

Exam Date

Application Deadline

Location

December 6, 2008
(Saturday)

October 10, 2008
(Friday)

ASQ Local Sections & International Sites

May 17, 2009

April 3, 2009

Minneapolis, MN
World Conference on
Quality & Improvement

June 6, 2009

April 17, 2009

ASQ Local Sections and
International Sites

The CQA Body of Knowledge (BOK)

updated: June 2004

5 Major Topic Areas; 150 Questions, 5 Hour Exam

BOK (# of Questions / % of Total)

1. **AUDITING FUNDAMENTALS - (30 / 20%)**

2. **AUDIT PROCESS - (60 / 40%)**

3. **AUDITOR COMPETENCIES - (23 / 15%)**

4. **AUDIT PROGRAM & BUSINESS APPLICATIONS - (15 / 10%)**

5. **QUALITY TOOLS & TECHNIQUES - (22 / 15%)**

60% !!!

◆ Total 150 Questions:

- 25 to 30 questions (15-20%) from Case Studies (3 to 5)

CQA EXAM POINTERS

- ◆ Select the "**BEST CORRECT**" answer (not just what looks like the RIGHT answer) – **Read ALL Answers.**
- ◆ Identify the **KEY** words in the question.
 - Look for "**Glossary**" questions – i.e. definitions of key words
- ◆ Eliminate obvious **WRONG** answers first.
- ◆ **SKIP** what you don't know / unsure of...then come back. Get the easy (short) ones first !
 - Long-worded; "combination" questions are candidates to skip. All questions are equally weighted – the more you answer the better.

Time management is important!

Strategy

IDENTIFY KEY WORDS / Glossary Q's?

- 1) Which of the following information is **LEAST** likely to be identified in the schedule for an audit?
- 2) What is median of the following set of numbers?

Key Words: "Least likely" - look for the 1 answer that doesn't fit; i.e. all other answers have something in common

others:

"best" - more than 1 right answer; i.e. "Best Correct",

"most often"/"most appropriate" - more than 1 right answer...

"All...Except" - similar to "least likely"...

"NOT true" -

Glossary: 1) schedule; 2) median

Strategy

WHICH QUESTION WOULD YOU SKIP?

1) Which two of the following conditions must be met in order to infer statistical significance about the results of an audit sample?

- I. The population must be homogeneous.
- II. The sample size must be greater than 10.
- III. The sample must be random.
- IV. The sample must be taken from multiple locations.

- (A) I and II
- (B) I and III
- (C) II and III
- (D) III and IV

2) An audit report should contain which of the following?

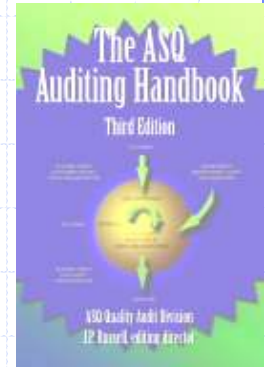
- (A) Audit findings
- (B) Root cause analysis
- (C) Corrective action
- (D) Re-audit schedule

CQA EXAM POINTERS

- ◆ For Case Studies, **ID your role** upfront.
 - **Tip:** read questions FIRST, then read case...
 - **Tip:** Start with Case studies – “fatigue factor”
- ◆ It's NOT what you think or know - it's what the ASQ says that counts.
- ◆ **Always** go with your first choice/guess (unless you find it by looking it up – Open Book!).
 - if you have to guess, eliminate...then guess (B. or C.)
 - Better to guess than leave <blank>

This is exam is "tricky" – It is as much about your test-taking ability as it is your knowledge!

CQA References



- ◆ The ASQ Auditing Handbook, Third Edition
- *J.P. Russell*
- ◆ Quality Audits for Improved Performance, Third Ed.
- *Dennis R. Arter*
- ◆ ANSI/ISO/ASQ QE19011S-2004 – Guidelines for quality and/or environmental systems auditing...
- ◆ Quality Council of Indiana – CQA Primer
- ◆ **Glossaries:**
 - ASQ Glossary – website; Word document.
 - ANSI/ISO/ASQ Q9000-2000 – Quality management systems – Fundamentals and vocabulary