

Preparation For Certified Quality Auditor Exam (ASQ)

Introduction

The Certified Quality Auditor is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating and reporting to determine a quality system's adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control system.

Course Description

The training course covers all the topics of new Body of Knowledge.

- I. **AUDITING FUNDAMENTALS (30 QUESTIONS)**
 - A. **Basic terms and concepts**
 - B. **Purpose of audits**
 - C. **Types of quality audits**
 - D. **Audit criteria**
 - E. **Roles and responsibilities of audit participants**
 - F. **Ethical, legal, and professional Issues**

- II. **AUDIT PROCESS (60 QUESTIONS)**
 - A. **Audit preparation and planning**
 - B. **Audit performance**
 - C. **Audit reporting**
 - D. **Audit follow-up and closure**

- III. **AUDITOR COMPETENCIES (23 QUESTIONS)**
 - A. **Auditor characteristics**
 - B. **Resource management**
 - C. **Conflict resolution**
 - D. **Communication techniques**
 - E. **Interviewing techniques**
Team membership, leadership, and facilitation
 - F. **Presentation Techniques**
 - G. **Verification and Validation**

- IV. **AUDIT PROGRAM AND BUSINESS APPLICATIONS (15 QUESTIONS)**
 - A. **Audit program management**
 - B. **Business applications**

- V. **QUALITY TOOLS AND TECHNIQUES (22 QUESTIONS)**
 - A. **Fundamental quality control tools**
 - B. **Quality improvement tools**
 - C. **Descriptive statistics**
 - D. **Sampling methods**
 - E. **Process capability**
 - F. **Qualitative and quantitative analysis**

Cost of quality