

4th Edition CQIA Primer Changes (February, 2014)

Section II

- Switched 3 pages from Quality defined to Quality planning.
- Added 2 pages on SIPOC.
- Question increased from 13% to 15%.

Section III

- Pulled in three new pages on Shewhart and Ishikawa.
- Added a one page guru comparison chart.
- Consolidated 3 pages on Deming and Crosby.
- Updated Baldrige to 2013-2014
- Question increased from 12% to 15%.

Section IV

- Content basically the same.
- Questions dropped from 9% to 8%.

Section V

- Team barriers become team conflict.
- Questions decreased from 16% to 12%.

Section VI

- This Section is a composite of old Section VIII and PDCA.
- Benchmarking moved to Section VII.
- PDCA/PDSA moved here from Section VII.
- Problem Solving Steps moved to Section VIII.
- Questions decreased from 12% to 10%

Section VII

- Was Continuous Improvement; now called Process Improvement.
- Topics were scrambled considerably.
- PDCA/PDSA moved to Section VI.
- Benchmarking moved here from Section VI.
- Expanded Six Sigma by 8 pages and Lean by 22 pages.
- Questions decreased from 13% to 10%.

Section VIII

- Old Section VII became new Section VIII (Quality Improvement Tools).
- Pulled in Problem Solving Steps (2 pages) from old Section VI.
- Questions decreased from 13% to 10%.

Section IX

- Material was jumbled compared to earlier BOK.
- Questions increased dramatically from 12% to 20%.

