



# **THE QUALITY IMPROVEMENT ASSOCIATE PRIMER**

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**Bill Wortman  
Quality Council of Indiana  
602 West Paris Avenue  
West Terre Haute, IN 47885  
TEL: (812) 533-4215  
FAX: (812) 533-4216  
qci@qualitycouncil.com  
<http://www.qualitycouncil.com>**



## CQIA Primer Contents

|   |               |
|---|---------------|
| <b>I. CERTIFICATION OVERVIEW</b> .....                | <b>I-1</b>    |
| <b>CQIA EXAM</b> .....                                | <b>I-3</b>    |
| <b>CQIA BODY OF KNOWLEDGE</b> .....                   | <b>I-7</b>    |
| <br>  |               |
| <b>II. QUALITY CONCEPTS</b> .....                     | <b>II-1</b>   |
| <b>QUALITY DEFINED</b> .....                          | <b>II-2</b>   |
| <b>QUALITY TERMS</b> .....                            | <b>II-4</b>   |
| <b>QUALITY PLAN</b> .....                             | <b>II-9</b>   |
| <b>QUALITY PRINCIPLES</b> .....                       | <b>II-11</b>  |
| <b>QUALITY POLICIES</b> .....                         | <b>II-12</b>  |
| <b>STRATEGIC QUALITY GOALS</b> .....                  | <b>II-13</b>  |
| <b>TACTICAL QUALITY GOALS</b> .....                   | <b>II-14</b>  |
| <b>QUALITY MATURITY</b> .....                         | <b>II-15</b>  |
| <b>ORGANIZATIONAL QUALITY STEPS</b> .....             | <b>II-17</b>  |
| <b>EMPLOYEE INVOLVEMENT</b> .....                     | <b>II-20</b>  |
| <b>INDIVIDUAL INVOLVEMENT</b> .....                   | <b>II-20</b>  |
| <b>EMPLOYEE EMPOWERMENT</b> .....                     | <b>II-21</b>  |
| <b>QUALITY OF WORK LIFE</b> .....                     | <b>II-23</b>  |
| <b>SYSTEMS AND PROCESSES</b> .....                    | <b>II-25</b>  |
| <b>SIPOC</b> .....                                    | <b>II-28</b>  |
| <b>VARIATION</b> .....                                | <b>II-33</b>  |
| <b>SYSTEM VARIATION</b> .....                         | <b>II-33</b>  |
| <b>SPECIAL VS COMMON CAUSE</b> .....                  | <b>II-35</b>  |
| <b>SOURCES OF VARIABILITY</b> .....                   | <b>II-37</b>  |
| <b>REFERENCES</b> .....                               | <b>II-39</b>  |
| <br>  |               |
| <b>III. QUALITY BENEFITS &amp; PHILOSOPHIES</b> ..... | <b>III-1</b>  |
| <b>BENEFITS OF QUALITY</b> .....                      | <b>III-2</b>  |
| <b>STAKEHOLDER GROUPS</b> .....                       | <b>III-2</b>  |
| <b>STAKEHOLDER QUALITY BENEFITS</b> .....             | <b>III-4</b>  |
| <b>BALDRIGE CRITERIA</b> .....                        | <b>III-7</b>  |
| <b>QUALITY PHILOSOPHIES</b> .....                     | <b>III-9</b>  |
| <b>PHILIP CROSBY</b> .....                            | <b>III-10</b> |
| <b>W. EDWARDS DEMING</b> .....                        | <b>III-16</b> |
| <b>JOSEPH M. JURAN</b> .....                          | <b>III-26</b> |
| <b>COMPARISONS</b> .....                              | <b>III-34</b> |
| <b>WALTER A. SHEWHART</b> .....                       | <b>III-38</b> |



## CQIA Primer Question Contents

| <u>Primer Section</u>                        | <u>% CQIA</u> | <u>Questions</u> |               |               |
|--|---------------|------------------|---------------|---------------|
|  |               | <u>Exam</u>      | <u>Primer</u> | <u>CD ROM</u> |
| <b>I. Certification Overview</b>             |               |                  |               |               |
| <b>II. Quality Concepts</b>                  | 15%           | 15               | 60            | 150           |
| <b>III. Quality Benefits</b>                 | 15%           | 15               | 60            | 150           |
| <b>IV. Team Roles &amp; Responsibilities</b> | ~8%           | ~8               | 32            | 80            |
| <b>V. Team Formation &amp; Dynamics</b>      | ~12%          | ~12              | 48            | 120           |
| <b>VI. Continuous Improvement</b>            | ~10%          | ~10              | 40            | 100           |
| <b>VII. Process Improvement</b>              | ~10%          | ~10              | 40            | 100           |
| <b>VIII. Quality Improvement Tools</b>       | ~10%          | ~10              | 40            | 100           |
| <b>IX. Customer-Supplier Relations</b>       | 20%           | 20               | 80            | 200           |
| <b>X. Appendix / Index</b>                   |               |                  |               |               |
| <b>Total</b>                                 | <b>100%</b>   | <b>100</b>       | <b>400</b>    | <b>1000</b>   |

### Alignment Comparison B/T the *CQIA Primer* & ASQ's BOK

| Primer  | II   | III      | IV        | V     | VI     | VII    | VIII   | IX  |
|---------|------|----------|-----------|-------|--------|--------|--------|-----|
| ASQ BOK | I. A | I. B & C | II. A & B | II. C | III. A | III. B | III. C | IV. |



I. CERTIFICATION OVERVIEW

## Professionalizing Quality Education

**I KNOW OF NO MORE ENCOURAGING  
FACT THAN THE UNQUESTIONABLE  
ABILITY OF MAN TO ELEVATE HIS  
LIFE BY A CONSCIOUS ENDEAVOR.**

**HENRY DAVID THOREAU**



## I. CERTIFICATION OVERVIEW

# Preface

**This text is designed to provide quality professionals with a review of fundamental knowledge and skills. It is also intended to be a Primer for those interested in taking the certification examination offered twice a year by the American Society for Quality.**

**Test questions are provided at the end of each Section. The majority of these questions were created by the author and QCI associates. Some questions are derived from ASQ certification brochures and modified published examinations. These test questions and answers must be removed if this text is to be used as a reference during a certification examination. They are printed on blue paper for easy distinction.**



## I. CERTIFICATION OVERVIEW

# Certified Quality Improvement Associate Exam

### Objective

To provide recognized fundamental quality training and to prepare persons interested in taking the CQIA examination.

### Certification

Certification is the independently verified prescribed level of knowledge as defined through a combination of experience, education and examination.

### The Certified Quality Improvement Associate

The CQIA examination is designed to assess basic knowledge of quality tools and their uses by individuals who are involved in quality improvement projects, but do not necessarily come from traditional quality areas.



I. CERTIFICATION OVERVIEW

## **CQIA Exam (Continued)**

### **Eligibility**

**CQIA participants must register with ASQ headquarters. Eligibility is two years of general work experience or at least an Associates Degree from a post-secondary school.**

### **Cost**

**The national test fee is determined by ASQ.**

### **Location**

**Proctors are provided by local ASQ Sections.**

### **Duration**

**The test lasts three hours and will begin at an advised time (typically 8:00 or 9:00 A.M.)**