



# THE QUALITY PROCESS ANALYST PRIMER

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Quality Council of Indiana  
602 West Paris Avenue  
West Terre Haute, IN 47885  
TEL: 800-660-4215  
TEL: 812-533-4215  
FAX: 812-533-4216  
qci@qualitycouncil.com  
<http://www.qualitycouncil.com>



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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

**All test questions and answers (on blue paper) must be removed when using this text as a reference during a certification examination.**



I. CERTIFICATION OVERVIEW  
CERTIFIED QUALITY PROCESS ANALYST EXAM

## Certified Quality Process Analyst Exam

### Duration

The test lasts 4 hours and begins at an advised time (typically 8 A.M. or 9 A.M.). The multiple choice exam is open book.

### Bibliography Sources

A list of bibliography sources is given in the CQPA Primer. Additional references are given at the end of each CQPA Primer Section.

### Exam Hints

The CQPA applicant should take into the exam:

- Several No. 2 pencils
- A calculator (with basic scientific functions)
- The *CQPA Primer* (without test questions)
- Another recommended quality reference
- Scratch paper

Arrive early, get a good seat, organize your materials.

Answer all questions. There is no penalty for wrong answers.



I. CERTIFICATION OVERVIEW  
CQPA BODY OF KNOWLEDGE

## ASQ CQPA Body of Knowledge

### I. Quality Concepts and Tools (22 Questions)

#### A. Quality Concepts

1. Quality planning (Understand)
2. Quality standards, requirements, and specifications (Understand)
3. Cost of quality (COQ) (Understand)
4. Quality documentation (Understand)

#### B. Quality Audits

1. Audit types (Understand)
2. Audit components (Understand)
3. Audit roles and responsibilities (Understand)

#### C. Quality Tools (Evaluate)

#### D. Team Dynamics

1. Types of teams (Analyze)
2. Team-building techniques (Apply)
3. Team roles and responsibilities (Understand)
4. Team conflict (Understand)
5. Training and evaluation (Understand)