

# 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?**

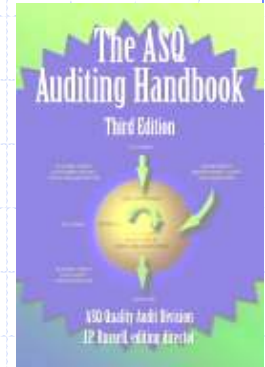
- (A) Audit findings
- (B) Root cause analysis
- (C) Corrective action
- (D) Re-audit schedule

# 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