

# CERTIFIED QUALITY IMPROVEMENT ASSOCIATE (CQIA) TRAINING PROGRAM PROPOSAL

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## PROGRAM OVERVIEW

The Certified Quality Improvement Associate (CQIA) Training Program is designed to provide participants with a comprehensive understanding of quality management principles, continuous improvement methodologies, process optimization techniques, and customer-focused operational excellence. The program is aligned with the internationally recognized ASQ CQIA Body of Knowledge and prepares participants to contribute effectively to quality improvement initiatives across industries.

## OBJECTIVES OF THE PROGRAM

- Understand quality management fundamentals
- Apply quality improvement methodologies
- Use quality tools for process optimization
- Improve customer satisfaction processes
- Understand Lean and Six Sigma fundamentals
- Prepare effectively for the ASQ CQIA Certification Examination

## TARGET AUDIENCE

- Quality Executives
- Healthcare Professionals
- Operations Teams
- Team Leaders & Supervisors
- Customer Service Professionals

- Professionals aspiring for ASQ CQIA Certification

## **TRAINING METHODOLOGY**

- Interactive Trainer-Led Sessions
- Group Discussions
- Case Studies
- Quality Tool Simulations
- Root Cause Analysis Exercises
- Mock Assessments

## **PROGRAM DURATION**

**Duration:** 5 Days Intensive Training Program

**Daily Duration:** 6–7 Hours Per Day

## **DETAILED MODULE-WISE TABLE OF CONTENT**

### **DAY 1 – QUALITY BASICS**

- Introduction to Quality Management
- Quality Assurance vs Quality Control
- Continuous Improvement Concepts
- TQM & Organizational Quality Culture
- Quality Gurus: Deming, Juran, Crosby, Ishikawa
- ISO 9001 & Baldrige Framework
- Cost of Quality & SIPOC

### **DAY 2 – TEAM BASICS**

- Team Dynamics & Collaboration
- Communication Skills
- Conflict Resolution
- Leadership Fundamentals
- Facilitation & Meeting Management

### **DAY 3 – IMPROVEMENT METHODOLOGIES & QUALITY TOOLS**

- PDCA & PDSA Cycles
- Lean Fundamentals
- Six Sigma Basics & DMAIC
- CAPA & Change Management
- Flowcharts, Pareto, Histograms
- Fishbone Diagram & Root Cause Analysis
- Control Charts & Process Mapping

## DAY 4 – CUSTOMER-SUPPLIER RELATIONS

- Voice of Customer (VOC)
- Customer Satisfaction
- Complaint Handling
- Supplier Evaluation
- Vendor Performance Metrics
- Procurement Quality Basics

## DAY 5 – BASIC MANAGEMENT CONCEPTS & CERTIFICATION PREPARATION

- Leadership Styles
- Strategic Planning
- Benchmarking & KPIs
- Decision-Making Fundamentals
- Continuous Improvement Culture
- CQIA Exam Preparation & Mock Tests

## EXAM PATTERN – ASQ CQIA

Component	Details
Certification Body	American Society for Quality (ASQ)
Exam Format	110 Multiple Choice Questions
Duration	3 Hours 18 Minutes
Exam Mode	Computer-Based Test
Passing Score	550 out of 750
Open Book Exam	Yes

## PROGRAM DELIVERABLES

- Comprehensive Training Handbook
- Presentation Slides
- Activity Worksheets
- Mock Assessment Papers
- Practice Questions
- Certificate of Completion

## **EXPECTED LEARNING OUTCOMES**

Participants will be able to contribute effectively to quality improvement initiatives, apply structured problem-solving methodologies, use quality tools confidently, improve operational efficiency, and prepare successfully for the ASQ CQIA Certification Examination.