5-Day Certified Quality Improvement Associate (CQIA) Training Program

Quality Fundamentals • Continuous Improvement • Quality Tools • Customer–Supplier Relations • Exam Preparation

DAY 1 — QUALITY BASICS & FOUNDATIONS

Learning Objectives

- Understand the fundamentals of quality management
- Differentiate QA vs QC
- Apply continuous improvement concepts
- Recognize major quality frameworks and gurus
- Use basic quality models (SIPOC, Cost of Quality)

Module 1 — Introduction to Quality Management

Theory

- Definition of quality
- Evolution of quality management
- Quality in modern organizations

Exercises (single or group)

- Identify quality gaps in a real or hypothetical process
- Discuss “What does quality mean in your role?”
- Mini-case: Evaluate a failed product/service for quality issues

Module 2 — Quality Assurance vs Quality Control

Theory

- QA vs QC
- Preventive vs detective controls
- Examples across industries

Exercises

- Categorize activities into QA or QC

- Analyse a scenario to identify missing QA/QC controls

Module 3 — Continuous Improvement Concepts

Theory

- Kaizen
- PDCA/PDSA
- Continuous improvement culture

Exercises

- Map a small process and identify improvement opportunities
- PDCA simulation using a simple operational scenario

Module 4 — TQM & Organizational Quality Culture

Theory

- Principles of TQM
- Employee involvement
- Customer focus

Exercises

- Group discussion: What does a quality culture look like?
- Identify cultural barriers to quality in your organization

Module 5 — Quality Gurus

Theory

- Deming's 14 Points
- Juran Trilogy
- Crosby's Zero Defects
- Ishikawa's contributions

Exercises

- Compare two gurus and apply their principles to a real scenario
- Case study: Apply Deming's principles to a failing process

Module 6 — ISO 9001 & Baldrige Framework

Theory

- ISO 9001 clauses
- Baldrige criteria
- Process approach

Exercises

- Map a process to ISO 9001 requirements
- Evaluate a sample organization using Baldrige criteria

Module 7 — Cost of Quality & SIPOC

Theory

- Prevention, appraisal, failure costs
- SIPOC structure

Exercises

- Build a SIPOC for a real process
- Identify COQ elements in a case study

DAY 2 — TEAM BASICS & WORKPLACE EFFECTIVENESS

Learning Objectives

- Strengthen teamwork and collaboration
- Improve communication and conflict resolution
- Apply leadership fundamentals
- Facilitate meetings effectively

Module 1 — Team Dynamics & Collaboration

Theory

- Team roles
- Stages of team development
- Collaboration models

Exercises

- Team role identification
- Group activity: Solve a problem collaboratively

Module 2 — Communication Skills

Theory

- Clarity, structure, tone
- Listening skills
- Barriers to communication

Exercises

- Rewrite unclear messages
- Communication breakdown case study

Module 3 — Conflict Resolution

Theory

- Types of conflict
- Conflict resolution models
- Negotiation basics

Exercises

- Role-play conflict scenarios
- Analyse a workplace conflict and propose solutions

Module 4 — Leadership Fundamentals

Theory

- Leadership vs management
- Leadership styles
- Situational leadership

Exercises

- Leadership style self-assessment
- Apply leadership styles to different scenarios

Module 5 — Facilitation & Meeting Management

Theory

- Meeting structure
- Facilitation techniques
- Decision-making in meetings

Exercises

- Conduct a mock meeting
- Build an effective meeting agenda

DAY 3 — IMPROVEMENT METHODOLOGIES & QUALITY TOOLS

Learning Objectives

- Apply PDCA, Lean, Six Sigma basics
- Use quality tools for problem-solving
- Conduct root cause analysis
- Understand process mapping and control charts

Module 1 — PDCA & PDSA Cycles

Theory

- PDCA vs PDSA
- Application in continuous improvement

Exercises

- PDCA simulation on a simple process
- Identify improvement opportunities

Module 2 — Lean Fundamentals

Theory

- Waste types
- Value stream thinking

- 5S basics

Exercises

- Identify waste in a process
- 5S simulation using a workspace scenario

Module 3 — Six Sigma Basics & DMAIC

Theory

- Six Sigma overview
- DMAIC phases

Exercises

- Map a problem using DMAIC
- Identify CTQs (Critical to Quality)

Module 4 — CAPA & Change Management

Theory

- Corrective vs preventive actions
- Change management models

Exercises

- Build a CAPA plan
- Analyse a failed change initiative

Module 5 — Quality Tools

Theory

- Flowcharts
- Pareto charts
- Histograms
- Fishbone diagram
- Control charts
- Process mapping

Exercises

- Create a fishbone diagram for a real problem
- Build a Pareto chart using sample data
- Map a process using flowchart symbols

DAY 4 — CUSTOMER–SUPPLIER RELATIONS

Learning Objectives

- Understand VOC and customer satisfaction
- Improve complaint handling processes
- Evaluate suppliers effectively
- Apply vendor performance metrics

Module 1 — Voice of Customer (VOC)

Theory

- VOC methods
- Translating VOC into requirements

Exercises

- Build a VOC capture plan
- Analyse customer feedback data

Module 2 — Customer Satisfaction

Theory

- Satisfaction drivers
- Service quality models

Exercises

- Case study: Improve customer satisfaction
- Identify gaps in a customer journey

Module 3 — Complaint Handling

Theory

- Complaint lifecycle
- Root cause analysis for complaints

Exercises

- Build a complaint handling workflow
- Analyse a complaint case and propose improvements

Module 4 — Supplier Evaluation

Theory

- Supplier selection criteria
- Supplier audits

Exercises

- Create a supplier evaluation checklist
- Evaluate a sample supplier profile

Module 5 — Vendor Performance Metrics

Theory

- KPIs for vendors
- Scorecards

Exercises

- Build a vendor scorecard
- Analyse vendor performance data

Module 6 — Procurement Quality Basics

Theory

- Quality in procurement
- Risk in procurement processes

Exercises

- Identify procurement risks
- Build a procurement quality control plan

DAY 5 — BASIC MANAGEMENT CONCEPTS & CQIA EXAM PREPARATION

Learning Objectives

- Apply management and decision-making fundamentals
- Use KPIs and benchmarking
- Strengthen continuous improvement culture
- Prepare confidently for CQIA exam

Module 1 — Leadership Styles

Theory

- Autocratic, democratic, transformational, situational

Exercises

- Leadership style mapping
- Apply styles to case scenarios

Module 2 — Strategic Planning

Theory

- Vision, mission, goals
- Strategic alignment

Exercises

- Build a mini strategic plan
- Align departmental goals with organizational strategy

Module 3 — Benchmarking & KPIs

Theory

- Types of benchmarking
- KPI development

Exercises

- Build KPIs for a process
- Benchmark a sample process

Module 4 — Decision-Making Fundamentals

Theory

- Decision models
- Risk-based decision making

Exercises

- Decision-making simulation
- Analyse a poor decision and propose alternatives

Module 5 — Continuous Improvement Culture

Theory

- Sustaining improvement
- Employee involvement

Exercises

- Build a continuous improvement plan
- Identify cultural barriers

Module 6 — CQIA Exam Preparation & Mock Tests

Theory

- Exam structure
- Key topics
- Study strategy

Exercises

- Mock test
- Review and feedback
- Exam readiness assessment