

# ASQ CQIA

**ASQ QUALITY IMPROVEMENT ASSOCIATE CERTIFICATION  
QUESTIONS & ANSWERS**

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Exam Summary – Syllabus – Questions

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## **CQIA**

**ASQ Certified Quality Improvement Associate (CQIA)**

**110 Questions Exam – 550/750 Cut Score – Duration of 210 minutes**

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## Know Your CQIA Certification Well:

The CQIA is best suitable for candidates who want to gain knowledge in the ASQ Quality Control. Before you start your CQIA preparation you may struggle to get all the crucial Quality Improvement Associate materials like CQIA syllabus, sample questions, study guide.

But don't worry the CQIA PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CQIA syllabus?
- How many questions are there in the CQIA exam?
- Which Practice test would help me to pass the CQIA exam at the first attempt?

Passing the CQIA exam makes you ASQ Certified Quality Improvement Associate (CQIA). Having the Quality Improvement Associate certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

## ASQ CQIA Quality Improvement Associate Certification Details:

<b>Exam Name</b>	ASQ Certified Quality Improvement Associate
<b>Exam Code</b>	CQIA
<b>ASQ MEMBERS Exam Fee</b>	USD \$294
<b>ASQ NON-MEMBERS Exam Fee</b>	USD \$394
<b>RETAKES Exam Fee</b>	USD \$184
<b>Application Fee</b>	USD \$70
<b>Exam Duration</b>	210 Minutes
<b>Number of Questions</b>	110
<b>Passing Score</b>	550/750
<b>Format</b>	Multiple Choice Questions
<b>Books / Trainings</b>	<a href="#">Q101: Certified Quality Improvement Associate Certification Preparation</a>
<b>Schedule Exam</b>	<a href="#">Pearson VUE</a>
<b>Sample Questions</b>	<a href="#">ASQ CQIA Exam Sample Questions and Answers</a>
<b>Practice Exam</b>	<a href="#">ASQ Certified Quality Improvement Associate (CQIA) Practice Test</a>

# CQIA Syllabus:

<b>I. Quality Concepts (30 questions)</b>	
<b>A. Terms, Concepts, and Principles</b>	<ol style="list-style-type: none"> <li>1. Quality <ul style="list-style-type: none"> <li>- Define quality and use this term correctly in various circumstances. (Apply)</li> </ul> </li> <li>2. Quality plan <ul style="list-style-type: none"> <li>- Define a quality plan, describe its purpose for the organization as a whole, and identify the various functional areas and people that have responsibility for contributing to its development. (Understand)</li> </ul> </li> <li>3. Employee involvement and empowerment <ul style="list-style-type: none"> <li>- Define and distinguish between employee involvement and employee empowerment, and describe the benefits of both concepts. (Understand)</li> </ul> </li> <li>4. Systems and processes <ul style="list-style-type: none"> <li>- Define and distinguish between a system and a process and describe the interrelationships between them. Describe the components of a system—supplier, input, process, output, customer (SIPOC)—and how these components impact the system as a whole. (Analyze)</li> </ul> </li> <li>5. Variation <ul style="list-style-type: none"> <li>- Define and distinguish between common and special cause variation in relation to quality measures. (Understand)</li> </ul> </li> </ol>
<b>B. Benefits of Quality</b>	<ul style="list-style-type: none"> <li>- Describe how using quality techniques to improve processes, products, and services can benefit all parts of an organization. Describe what quality means to various stakeholders (e.g., employees, organization, customers, suppliers, community) and how each can benefit from quality. (Understand)</li> </ul>
<b>C. Quality Philosophies</b>	<ul style="list-style-type: none"> <li>- Describe and distinguish between the following theories and philosophies. (Remember)</li> </ul> <ol style="list-style-type: none"> <li>1. The Shewhart cycle: plan-do-check-act (PDCA)</li> <li>2. Deming's 14 points</li> <li>3. The Juran trilogy</li> <li>4. The Ishikawa diagram</li> <li>5. Crosby's zero defects</li> </ol>
<b>II. Team Basics (20 questions)</b>	
<b>A. Team Organization</b>	<ol style="list-style-type: none"> <li>1. Team purpose <ul style="list-style-type: none"> <li>- Describe why teams are an effective way to identify and solve problems, and describe when, where, why, and how teams can be used more effectively than other groups of workers. (Apply)</li> </ul> </li> <li>2. Types of teams <ul style="list-style-type: none"> <li>- Define and distinguish between various types of teams: process or continuous improvement teams, workgroups or workcells, self-managed teams, temporary or ad-hoc project teams, and cross-functional teams. (Apply)</li> </ul> </li> </ol>

	<p>3. Value of teams</p> <ul style="list-style-type: none"> <li>- Identify how a team's efforts can support an organization's key strategies and effect positive change throughout the organization. (Understand)</li> </ul>
<b>B. Roles and Responsibilities</b>	<ul style="list-style-type: none"> <li>- Describe the roles and responsibilities of various team stakeholders. (Understand)</li> </ul> <ol style="list-style-type: none"> <li>1. Sponsor</li> <li>2. Champion</li> <li>3. Facilitator</li> <li>4. Leader</li> <li>5. Member</li> </ol>
<b>C. Team Formation and Group Dynamics</b>	<ol style="list-style-type: none"> <li>1. Initiating teams <ul style="list-style-type: none"> <li>- Apply the elements of launching and sustaining a successful team, including establishing a clear purpose and goals, developing ground rules and schedules, gaining support from management, and commitment from the team members. (Apply)</li> </ul> </li> <li>2. Selecting team members <ul style="list-style-type: none"> <li>- Describe how to select team members based on their knowledge and skill sets and team logistics, such as a sufficient number of members in relation to the size or scope of the project, appropriate representation from affected departments or areas, and diversity. (Apply)</li> </ul> </li> <li>3. Team stages <ul style="list-style-type: none"> <li>- Describe the classic stages of team evolution: forming, storming, norming, and performing. (Understand)</li> </ul> </li> <li>4. Team conflict <ul style="list-style-type: none"> <li>- Describe the value of team conflict and recognize how to resolve it. Define and describe groupthink and how to overcome it, understand how poor logistics, agendas, and lack of training become barriers to team success. (Analyze)</li> </ul> </li> <li>5. Team decision making <ul style="list-style-type: none"> <li>- Describe and use different decision-making models such as voting (majority rule, multivoting) and consensus, and use follow-up techniques to clarify the issue to be decided, to confirm agreement on the decision, and to come to closure on the decision made. (Apply)</li> </ul> </li> </ol>
<b>III. Continuous Improvement Techniques (30 questions)</b>	
<b>A. Continuous Improvement</b>	<ul style="list-style-type: none"> <li>- Define and use continuous improvement tools and techniques. (Understand)</li> </ul> <ol style="list-style-type: none"> <li>1. Brainstorming</li> <li>2. Plan-do-check-act (PDCA) cycle</li> <li>3. Affinity diagrams</li> <li>4. Cost of quality</li> <li>5. Internal audits to identify improvement opportunities</li> </ol>

<b>B. Process Improvement</b>	<ol style="list-style-type: none"> <li>1. Six Sigma <ul style="list-style-type: none"> <li>- Identify key Six Sigma concepts and tools, including the different roles and responsibilities of Green Belts and Black Belts, typical project types that are appropriate for Six Sigma techniques, and the DMAIC phases: design, measure, analyze, improve, and control. (Understand)</li> </ul> </li> <li>2. Lean <ul style="list-style-type: none"> <li>- Identify lean tools that are used to reduce waste, including set-up and cycle-time reduction, pull systems (kanban), kaizen, just-in-time (JIT), 5S, and value stream mapping. (Understand)</li> </ul> </li> <li>3. Benchmarking <ul style="list-style-type: none"> <li>- Define benchmarking and describe how it can be used to develop and support best practices. (Understand)</li> </ul> </li> <li>4. Incremental and breakthrough improvement <ul style="list-style-type: none"> <li>- Describe and distinguish between these two types of improvements, the steps required for each, and the type of situation in which either type would be expected. (Understand)</li> </ul> </li> </ol>
<b>C. Quality Improvement Tools</b>	<ul style="list-style-type: none"> <li>- Select, interpret, and apply the seven basic quality tools. (Apply)</li> </ul> <ol style="list-style-type: none"> <li>1. Flowcharts</li> <li>2. Histograms</li> <li>3. Pareto charts</li> <li>4. Scatter diagrams</li> <li>5. Cause and effect diagrams</li> <li>6. Check sheets</li> <li>7. Control charts</li> </ol> <ul style="list-style-type: none"> <li>- Describe and interpret basic control chart concepts, including centerlines, control limits, out-of-control conditions.</li> </ul>
<b>IV. Customer-Supplier Relations (20 questions)</b>	
<b>A. Internal and External Customers and Suppliers</b>	<ul style="list-style-type: none"> <li>- Distinguish between internal and external customers and suppliers. Describe their impact on products, services, and processes, and identify strategies for working with them to make improvements. (Understand)</li> </ul>
<b>B. Customer Satisfaction</b>	<ul style="list-style-type: none"> <li>- Describe different types of customer feedback mechanisms (formal surveys, informal feedback, official complaints) and describe the importance of using data from these and other sources to drive continuous improvement. (Understand)</li> </ul>
<b>C. Supplier Management</b>	<ul style="list-style-type: none"> <li>- Identify supplier performance measures, including quality, price, delivery, and level of service. Describe commonly used metrics, including product defect rates, functional performance, and delivery timeliness; service or process responsiveness, and availability and competence of technical support. (Understand)</li> </ul>

# ASQ CQIA Sample Questions:

## Question: 1

Which of the following tools would be most appropriate for collecting data to study the symptoms of a problem?

- a) A check sheet
- b) A flow diagram
- c) A force field analysis
- d) An activity network diagram

**Answer: a**

## Question: 2

Groupthink can be best described as

- a) focusing on reaching any decision rather than the best decision
- b) building synergy within the team
- c) orienting new members about group norms and expectations
- d) providing training in group decision-making

**Answer: a**

## Question: 3

Deming advocates ceasing dependence on mass inspection through the use of

- a) sample inspection
- b) process validation
- c) reliability testing
- d) process improvement

**Answer: d**

## Question: 4

Which of the following is NOT necessary for team effectiveness?

- a) The team's purpose is clearly understood and supported by all members.
- b) The team is accountable for specific measurable outcomes.
- c) A process exists for establishing goals and objectives.
- d) Company management directly participates as a team member.

**Answer: d**

**Question: 5**

The best way for a timekeeper to help a team is to

- a) keep minutes of the meeting and record how much time was spent on each agenda item
- b) keep track of time during the meeting and alert the team when allocated time is almost up
- c) police the team agenda and let team members know when discussions must end
- d) let team members know when too much time has been spent on a topic and has prevented the team from completing its work

**Answer: b**

**Question: 6**

A type of line graph used to assess the stability of a process is called a

- a) control chart
- b) Pareto chart
- c) check sheet
- d) cause and effect diagram

**Answer: a**

**Question: 7**

In preparation for construction of a cause and effect diagram, it is important to

- a) plot separate charts for each source
- b) focus on problem outcomes
- c) brainstorm ideas
- d) validate possible root causes

**Answer: c**

**Question: 8**

One benefit of quality is that a reduction in errors can result in increased

- a) dispersion
- b) down-time
- c) cost savings
- d) employee turnover

**Answer: c**



**Question: 9**

The process of delegating decision-making authority to lower levels within the organization is the definition of

- a) diversity
- b) empowerment
- c) involvement
- d) commitment

**Answer: b**

**Question: 10**

Which of the following methods is used to develop an exhaustive list of ideas about a subject?

- a) Goal-setting
- b) Brainstorming
- c) Benchmarking
- d) Problem-solving

**Answer: b**

## Study Guide to Crack ASQ Quality Improvement Associate CQIA Exam:

- Getting details of the CQIA syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CQIA exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ASQ provided training for CQIA exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the CQIA sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on CQIA practice tests is must. Continuous practice will make you an expert in all syllabus areas.

## Reliable Online Practice Test for CQIA Certification

Make ProcessExam.com your best friend during your ASQ Certified Quality Improvement Associate exam preparation. We provide authentic practice tests for the CQIA exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual CQIA exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the CQIA exam.

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