

ASQ CQIA

ASQ QUALITY IMPROVEMENT ASSOCIATE
CERTIFICATION QUESTIONS & ANSWERS

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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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Discover More about the CQIA Certification

Are you interested in passing the ASQ CQIA exam? First discover, who benefits from the CQIA certification. The CQIA is suitable for a candidate if he wants to learn about Quality Control. Passing the CQIA exam earns you the ASQ Certified Quality Improvement Associate (CQIA) title.

While preparing for the CQIA exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The CQIA PDF contains some of the most valuable preparation tips and the details and instant access to useful [CQIA study materials just at one click](#).

ASQ CQIA Quality Improvement Associate Certification Details:

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

CQIA Syllabus:

I. Quality Concepts (30 questions)	
A. Terms, Concepts, and Principles	<p>1. Quality - Define quality and use this term correctly in various circumstances. (Apply)</p> <p>2. Quality plan - 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)</p> <p>3. Employee involvement and empowerment - Define and distinguish between employee involvement and employee empowerment, and describe the benefits of both concepts. (Understand)</p> <p>4. Systems and processes - 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)</p> <p>5. Variation - Define and distinguish between common and special cause variation in relation to quality measures. (Understand)</p>
B. Benefits of Quality	- 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)
C. Quality Philosophies	- Describe and distinguish between the following theories and philosophies. (Remember) <ol style="list-style-type: none"> 1. The Shewhart cycle: plan-do-check-act (PDCA) 2. Deming’s 14 points 3. The Juran trilogy 4. The Ishikawa diagram 5. Crosby’s zero defects
II. Team Basics (20 questions)	
A. Team Organization	<p>1. Team purpose - 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)</p> <p>2. Types of teams - 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)</p>

	<p>3. Value of teams</p> <ul style="list-style-type: none"> - Identify how a team’s efforts can support an organization’s key strategies and effect positive change throughout the organization. (Understand)
B. Roles and Responsibilities	<ul style="list-style-type: none"> - Describe the roles and responsibilities of various team stakeholders. (Understand) <ol style="list-style-type: none"> 1. Sponsor 2. Champion 3. Facilitator 4. Leader 5. Member
C. Team Formation and Group Dynamics	<ol style="list-style-type: none"> 1. Initiating teams <ul style="list-style-type: none"> - 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) 2. Selecting team members <ul style="list-style-type: none"> - 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) 3. Team stages <ul style="list-style-type: none"> - Describe the classic stages of team evolution: forming, storming, norming, and performing. (Understand) 4. Team conflict <ul style="list-style-type: none"> - 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) 5. Team decision making <ul style="list-style-type: none"> - 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)
III. Continuous Improvement Techniques (30 questions)	
A. Continuous Improvement	<ul style="list-style-type: none"> - Define and use continuous improvement tools and techniques. (Understand) <ol style="list-style-type: none"> 1. Brainstorming 2. Plan-do-check-act (PDCA) cycle 3. Affinity diagrams 4. Cost of quality 5. Internal audits to identify improvement opportunities

<p>B. Process Improvement</p>	<p>1. Six Sigma - 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)</p> <p>2. Lean - 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)</p> <p>3. Benchmarking - Define benchmarking and describe how it can be used to develop and support best practices. (Understand)</p> <p>4. Incremental and breakthrough improvement - 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)</p>
<p>C. Quality Improvement Tools</p>	<p>- Select, interpret, and apply the seven basic quality tools. (Apply)</p> <ol style="list-style-type: none"> 1. Flowcharts 2. Histograms 3. Pareto charts 4. Scatter diagrams 5. Cause and effect diagrams 6. Check sheets 7. Control charts <p>- Describe and interpret basic control chart concepts, including centerlines, control limits, out-of-control conditions.</p>
<p>IV. Customer-Supplier Relations (20 questions)</p>	
<p>A. Internal and External Customers and Suppliers</p>	<p>- 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)</p>
<p>B. Customer Satisfaction</p>	<p>- 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)</p>
<p>C. Supplier Management</p>	<p>- 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)</p>

Broaden Your Knowledge with ASQ CQIA Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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: 7

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: 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

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

Question: 10

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

Avail the Study Guide to Pass ASQ CQIA Quality Improvement Associate Exam:

- Find out about the CQIA syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [CQIA syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the CQIA training. Joining the ASQ provided training for CQIA exam helps a candidate to strengthen his practical knowledge base from the certification.

- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [CQIA sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. CQIA practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

Passing the CQIA exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the CQIA Certification

ProcessExam.Com is here with all the necessary details regarding the CQIA exam. We provide authentic practice tests for the CQIA exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on ProcessExam.Com for rigorous, unlimited two-month attempts on the [CQIA practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the ASQ Certified Quality Improvement Associate (CQIA).

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