

**Austin Community College**  
**Course Syllabus/Outline**  
**Certified Quality Auditor Refresher Course**  
**QCTC 1041**

**1. Prerequisites for CQA Refresher Class**

Be sure you are qualified to take the exam. This will be covered the first day of class and is contained in the Certified Quality Auditor brochure from ASQ. ASQ will provide a copy free of charge by calling their toll free number 800-248-1946. The lead instructor will provide a copy of this brochure to students the first day of class.

Obtain written course materials: *CQA Primer* from sources listed above.

Fill out the exam application and enclose payment to sit for the exam. See the exam application, contained in the CQA brochure, or obtainable at ASQ's web site (<http://www.asq.org/standcert/cert.html>) for costs. The examination is given twice a year with a deadline for submitting the application. Students interested in taking the certification examination should view the web site and ensure that the application is submitted by the deadline.

**2. Length of Course – 48 Hours**

**3. Course Description:**

This course is a refresher study of the Body of Knowledge for the Certified Quality Auditor. Topics include ethics, audit preparation, audit performance, audit reporting, corrective action follow-up and closure, audit program management and general knowledge skills. General knowledge skills include auditing basics, basic skills and tools and techniques. Tools and techniques covered include the use of checklists, sampling theory, flow charts, pattern/trend analysis, root cause analysis, cause and effect diagrams, Pareto charts, histograms, descriptive statistics, control chart preparation and process capability interpretation. The student will focus on the theory and application of these quality auditing skills by studying the assigned materials and taking sample exams containing questions similar to those on the actual CQA exam. These sample exams and their answers will be reviewed in class and for homework to increase the student's ability to understand and correctly answer exam questions.

**4. Course Objectives:**

The course prepares students for the American Society for Quality (ASQ) "Quality Auditor" certification. Passing a separate examination, given twice per year by ASQ, will grant certification. Since the course is intended to be a refresher course, students are expected to have some familiarity with most elements of the body of knowledge through work and/or educational experience. The practice tests at the end of each section and the final exam will prepare the student for the ASQ examination.

## 5. Rationale:

In today's world, where quality competition is a fact of life and the need for a work force proficient in the principles and practices of quality control is a central concern of many companies, certification is a mark of excellence. It demonstrates that the certified individual has the knowledge to assure quality of products and services. Certification is an investment in an individual's career and in the future of your employer.

## 6. Required Materials:

*Certified Quality Auditor Primer with Solution Text* from Quality Council of Indiana (812-533-4215)

## 7. Evaluation

Sample questions are given at the close of each section to assess the individual's skill level and identify areas that require additional instruction. At the close of the course, a test is given that consist of selected questions from each section. Evaluation criteria consist of class participation, final test score, and attendance.

## 8. Course Outline

<u>Topic</u>	<u>Sub-topic</u>	<u># of Hours</u>
1. Certification Overview	1.A Certified Quality Auditor Exam	4
	1.B CQA Body of Knowledge	
2. Introduction to Quality Auditing	2.A Audit Terms and Definitions	4
	2.B Audit Overview	
	2.C ISO 10011 Synopsis	
	2.D Audit Administrations	
3. Auditor Skills and Conduct	3.A Code of Ethics	4
	3.B Auditing Standards of Performance	
	3.C Auditor Responsibilities	
	3.D Resolving Difficult Situations	
	3.E Communication Skills	
4. Audit Planning and Preparation	4.A Audit Planning	8
	4.B Audit Team Selection	
	4.C Sources of Audit Authority	

	4.D	Requirements to Audit Against	
	4.E	Quality Documentation	
	4.F	Checklist	
	4.G.	Data Collection Methods	
	4.H.	Audit Scheduling /Plan Communication	
5. Audit Performance	5.A	Opening Meeting	8
	5.B	Audit Team Management	
	5.C	Audit Implementation	
	5.D	Audit Analysis	
	5.E	Exit Meeting	
6. Audit Report and Follow-up	6.A	Audit Reporting	4
	6.B	Corrective Action and Follow-up	
	6.C	Closure	
7. Auditing Tools and Techniques	7.A	Auditing Techniques	8
	7.B	Sampling Principles	
	7.C	Auditing Tools	
8. Study Questions and Preparation	8.A	Study Exams Final Exam	8

## 9. Class Recommendations

Attend class: Since this is a Continuing Education course, there is a requirement for you to meet the contact hours (48) for the class. Role will be taken at each class and must be submitted to ACC. If you must be absent, please notify the instructor so that you will receive all materials and have all questions answered.

Develop and use good study habits. It is recommended that you spend at least the same amount of time studying and reading outside class as in class.

Take practice exams at home. Go through all questions in the blue pages of the primer and try to select the right answer. It is OK to use the other pages for reference, as in the real exam, but time yourself. You have to answer an average of one question every 1.6 minutes.

Read material before the class in which they are covered. The course schedule shows what parts of the Primer are to be covered in class.

Ask questions. Your instructors welcome questions in class. Save questions you might have during study time, if possible, so that the entire class can learn.

Keep in mind, that some of the questions are phrased in a way that might lead you to a wrong answer, so read the question carefully before answering. We will discuss this further in class.