

€ TRAINING

Certified Quality Process Analyst CQPA



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Introduction:

This program is designed to prepare participants for the certification exam only.

This training program is designed to equip participants with the knowledge and skills needed to analyze and improve processes within an organization.

Program Objectives:

By the end of this program, participants will be able to:

- Grasp fundamental quality concepts and principles.
- Apply techniques for analyzing and improving business processes.
- Utilize various quality tools and methodologies.
- Assist in quality improvement projects and initiatives.
- Gain the knowledge and skills necessary to pass the CQPA certification exam.

Targeted Audience:

- Quality professionals seeking CQPA certification.
- Process analysts and improvement specialists.
- Employees involved in quality management and process improvement.
- Managers and supervisors looking to enhance their quality management skills.

Program Outlines:

Unit 1:

Quality Concepts and Tools:

- Overview of quality management principles and history.
- Learn about key quality leaders and their impact.
- Introduction to tools such as flowcharts, check sheets, and histograms.

- Explore tools like cause-and-effect diagrams, control charts, and scatter diagrams.
- Understanding QMS frameworks and standards ISO 9001.

Unit 2:

Data Collection and Analysis:

- Differentiate between qualitative and quantitative data.
- Techniques for gathering reliable data.
- Basics of descriptive and inferential statistics.
- Using charts and graphs to present data effectively.
- Techniques for identifying the root causes of problems.

Unit 3:

Process Improvement Techniques:

- Creating and interpreting process maps and flowcharts.
- Understanding lean methodology and waste reduction.
- Introduction to Six Sigma and the DMAIC methodology.
- Implementing continuous improvement initiatives.
- Comparing processes against industry best practices.

Unit 4:

Quality Improvement Projects:

- Fundamentals of managing quality improvement projects.
- Building and leading effective project teams.
- Applying structured problem-solving methods PDCA cycle.
- Conducting internal and external quality audits.
- Best practices for documenting and reporting quality projects.

Unit 5:

Preparing for the CQPA Exam:

- Overview of the CQPA exam format and content areas.
- Effective study techniques and resources.
- Comprehensive review of key concepts covered in the program.
- Tips for exam day to ensure success.

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