

€ TRAINING

Certified Quality Improvement Associate
CQIA

A group of four smiling business professionals (two men and two women) are seated at a table in a meeting room. They are all wearing white shirts. The woman in the foreground is wearing a black top and a multi-strand necklace. The background is a bright, modern office environment.

14 - 18 April 2025
Kuala Lumpur (Malaysia)



Certified Quality Improvement Associate CQIA

REF: A2639 DATE: 14 - 18 April 2025 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

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

This training program is designed to equip participants with the fundamental knowledge and skills required for quality improvement within organizations and helping the participants to cross for the exam only.

Program Objectives:

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

- Grasp the core principles and concepts of quality management.
- Utilize various tools and techniques for quality improvement.
- Identify and analyze processes to implement effective improvements.
- Promote and sustain a culture of quality within the organization.
- Gain the knowledge and skills necessary to pass the CQIA certification exam.

Targeted Audience:

- Aspiring quality improvement professionals seeking certification.
- New personnel to quality improvement roles.
- Professionals involved in quality improvement initiatives.
- Team members working on process improvement projects.

Program Outlines:

Unit 1:

Introduction to Quality:

- Overview of quality concepts, definitions, and principles.
- Understanding the evolution of quality management.
- Study of key quality thought leaders and their impact.

- Introduction to various QMS frameworks and standards.
- Familiarization with essential quality terminology.

Unit 2:

Quality Tools and Techniques:

- Introduction to tools such as Pareto charts, fishbone diagrams, and control charts.
- Understanding SPC and its application in monitoring processes.
- Techniques for identifying the root causes of problems.
- Conducting FMEA to anticipate and mitigate potential failures.
- Creating and analyzing process maps and flowcharts for improvement.

Unit 3:

Data Collection and Analysis:

- Techniques for collecting accurate and relevant data.
- Basic statistical concepts and measures for data analysis.
- Using charts and graphs to present data effectively.
- Assessing the accuracy and reliability of measurement systems.
- Identifying trends and patterns in data for informed decision-making.

Unit 4:

Process Improvement:

- Overview of methodologies such as PDCA, Six Sigma, and Lean.
- Techniques for identifying areas for improvement.
- Steps for implementing process improvements effectively.
- Promoting a culture of continuous improvement within the organization.
- Assessing the effectiveness of improvement initiatives.

Unit 5:



Team Dynamics and Project Management:

- Understanding the roles and responsibilities in quality improvement teams.
- Techniques for fostering collaboration and effective teamwork.
- Introduction to project management principles and practices.
- Planning, executing, and monitoring quality improvement projects.
- Effective communication and reporting of quality improvement results.

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