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Course Name

Certified Quality Improvement Associate (CQIA)

Sector Name

Quality Management & Operational Excellence

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Certified Quality Improvement Associate (CQIA)

Course Introduction

Defining quality can be a challenge because it means different things to different people. It could mean meeting or exceeding the needs of customers, or it could mean products being free from defects. Perhaps it’s the excellent customer service you receive from an organization or the efficient processes used to provide a product or service. The CQIA certification course learning program introduces quality concepts and tools to employees new to quality and to those with some previous background in quality.

The course is based on ASQ's body of knowledge (BOK) for the Certified Quality Improvement Associate (CQIA) certification exam, and it is an excellent preparation resource. Companies looking to satisfy basic quality training requirements should consider this program as an easy way to train varied audiences. This course outline follows the Certified Quality Improvement Associate (CQIA) body of knowledge (BOK) and explores the history and evolution of quality, quality tools, working with teams, assessing customer-supplier relationships, and more.

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Target Audience

- ✓ Practitioners in quality and audits
- ✓ Senior members and managers of organisations who need to understand the significance of training employees on quality management
- ✓ Quality team members
- ✓ Professionals aspiring to undertake a quality-related certification
- ✓ Construction project owners
- ✓ Design consultants
- ✓ Construction contractors
- ✓ Architects
- ✓ Non-engineering construction professionals

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Learning Objectives

- ✓ Have increased expertise in the practices and principles of quality.
- ✓ Understand the concepts of total quality management and process improvement.
- ✓ Be able to define seven commonly used quality tools and understand how they are used in problem solving for quality control or improved quality.
- ✓ Be prepared to sit for ASQ’s Certified Quality Improvement Associate certification exam.

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Course Outline

✓ DAY 1

Quality Benefits

- ✓ Quality and profitability
- ✓ Benefits to employees, organizations, customers, and society

The Evolution Of Quality

- ✓ Quality defined
- ✓ Quality standards

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Course Outline

✓ DAY 2

Total Quality Management – TQM

- ✓ Total quality management is defined
- ✓ Key components
- ✓ Philosophies
- ✓ Approaches
- ✓ Teams in TQM

Process Management

- ✓ Process management defined
- ✓ Principles of process management

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Course Outline

✓ DAY 3

Quality Tools

- ✓ Seven basic tools for quality control
- ✓ Benchmarking
- ✓ Design of experiments
- ✓ Failure mode and effects analysis (FMEA)

Quality Deployment

- ✓ Quality culture
- ✓ Quality strategy
- ✓ Quality plan
- ✓ Quality function

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Course Outline

✓ DAY 4

CQIA Concepts, Basics Quality Concepts

- ✓ Terms, concepts, and principles
- ✓ Benefits of quality
- ✓ Quality philosophies

Team Basics

- ✓ Team organization
- ✓ Roles and responsibilities
- ✓ Team formation and group dynamics

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Course Outline

✓ DAY 5

CQIA Techniques: Continuous Improvement Techniques

- ✓ Continuous improvement
- ✓ Process improvement
- ✓ Quality improvement tools

Customer-Supplier Relations

- ✓ Internal And External Customers And Suppliers
- ✓ Customer Satisfaction
- ✓ Supplier Management

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Oct. 19, 2026	Oct. 23, 2026	5 days	4250.00 $	UAE , Abu Dhabi
Jan. 10, 2027	Jan. 14, 2027	5 days	4250.00 $	KSA , Riyadh
May 3, 2027	May 7, 2027	5 days	4250.00 $	UAE , Dubai
Aug. 2, 2027	Aug. 6, 2027	5 days	4950.00 $	Azerbaijan , Baku

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