



Consulting and Training | Reach New Heights

Course Name

Certified Quality Auditor (CQA)

Sector Name

Quality Management & Operational Excellence

Document Type

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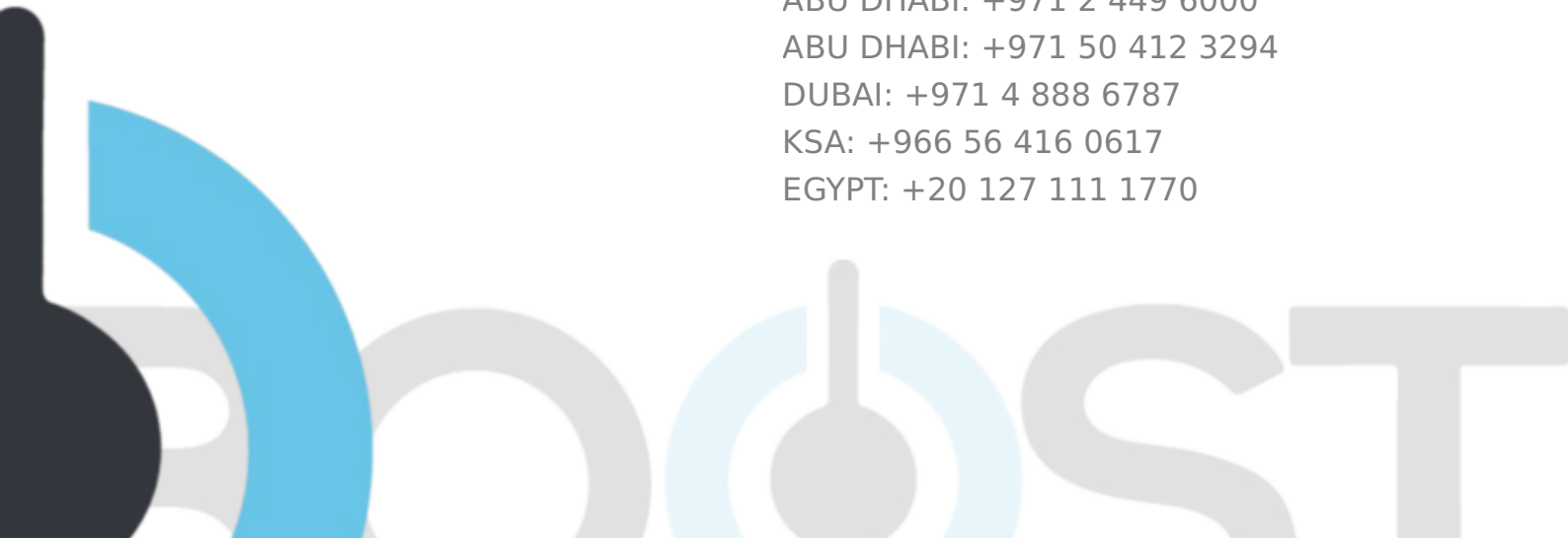
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Certified Quality Auditor (CQA)

Course Introduction

Certification from (CQA) is considered a mark of quality excellence in many industries. It helps you advance your career, and boosts your organization's bottom line through your mastery of quality skills.

Becoming certified as a Quality Auditor confirms your commitment to quality and the positive impact it will have on your organization.

The Certified Quality Auditor (CQA) is a professional who understands the standards and principles of auditing and the auditing techniques of examining, questioning, evaluating, and reporting to determine a quality system's adequacy and deficiencies. The Certified Quality Auditor analyzes all elements of a quality system and judges its degree of adherence to the criteria of industrial management and quality evaluation and control systems.

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Certified Quality Auditor (CQA)

Target Audience

- ✓ Quality Auditors (Internal and External)
- ✓ Quality Assurance and Quality Control Professionals
- ✓ Quality Managers and Supervisors
- ✓ Compliance and Regulatory Affairs Specialists
- ✓ Process Improvement and Continuous Improvement Professionals

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Learning Objectives

Topics in this body of knowledge (BoK) include additional detail in the form of subtext explanations and cognitive level. These details will be used by the Exam Development Committee as guidelines for writing test questions, and are designed to help candidates prepare for the exam by identifying specific content within each topic that may be tested.

The subtext is not intended to limit the subject matter or be all-inclusive of what might be covered in an exam, but is intended to clarify how the topics relate to a Quality Auditor's role. The descriptor in parentheses at the end of each entry refers to the maximum cognitive level at which the topic will be tested. A more comprehensive description of cognitive levels is provided at the end of this document.

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Course Outline

✓ DAY 1

Method Define, differentiate, and analyze various audit types by method:

product, process, desk, department, function, element, system, management.
(Analyze)

Auditor-auditee relationship Define, differentiate, and analyze various audit types by auditor-auditee relationship:

first-party, second-party, third-party, internal and external. (Analyze)

Purpose Define, differentiate, and analyze various audit types by purpose:

verification of corrective action (follow-up) audits, risk audits, accreditation (registration) and compliance audits, surveillance and for-cause audits. (Analyze)

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Course Outline

✓ DAY 2

Audit Preparation and Planning

- ✓ Elements of the audit planning process Evaluate and implement the basic steps in audit preparation and planning: verify audit authority; determine the purpose, scope, and type of audit; identify the requirements to audit against and the resources necessary, including the size and number of audit teams. (Evaluate)
- ✓ Auditor selection Identify and examine various auditor selection criteria, such as education, experience, industry background, and subject matter or technical expertise.
- ✓ (Analyze) Audit-related documentation Identify the sources of pre-audit information and examine auditrelated documentation, such as audit criteria references and results from prior audits. (Analyze)

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Course Outline

✓ DAY 3

Logistics

- ✓ Identify and organize audit-related logistics, including travel, safety and security considerations, the need for escorts, translators, confidentiality agreements, clear right of access, etc. (Analyze)
- ✓ Auditing tools and working papers Identify the sampling plan or method and procedural guidelines to be used for the specific audit. Select and prepare working papers (checklists, log sheets, etc.) to document the audit. (Create)
- ✓ Auditing strategies Identify and use various tactical methods for conducting an audit, such as forward and backward tracing, discovery, etc. (Apply)

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Course Outline

✓ DAY 4

Auditor

- ✓ **Characteristics** Identify characteristics that make auditors effective: interpersonal skills, problem-solving skills, attention to detail, cultural awareness and sensitivity, ability to work independently as well as in a group or on a team, etc. (Apply)
- ✓ **On-Site Audit Resource Management** Identify and apply techniques for managing audit teams, scheduling audit meetings and activities, making logistical adjustments, etc. (Apply)
- ✓ **Conflict Resolution** Identify typical conflict situations (mild to vehement disagreements, auditee delaying tactics, interruptions, etc.) and determine appropriate techniques for resolving them: clarifying the question or request, reiterating ground rules, intervention by another authority, cool-down periods, etc. (Analyze)

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Course Outline

✓ DAY 5

Team-building:

- ✓ clarifying roles and responsibilities for participants and leaders to ensure equitable treatment for all team members, providing clear direction for deliverables, identifying necessary resources and ensuring their availability, etc.
- ✓ Team facilitation: providing coaching and guidance, defusing clashes between members, eliciting input from all, cultivating objectivity, overseeing progress, encouraging diverse views and consensus, etc.
- ✓ Stages of team development: forming, storming, norming, and performing

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Sept. 6, 2026	Sept. 10, 2026	5 days	4250.00 \$	Bahrain , Manama

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