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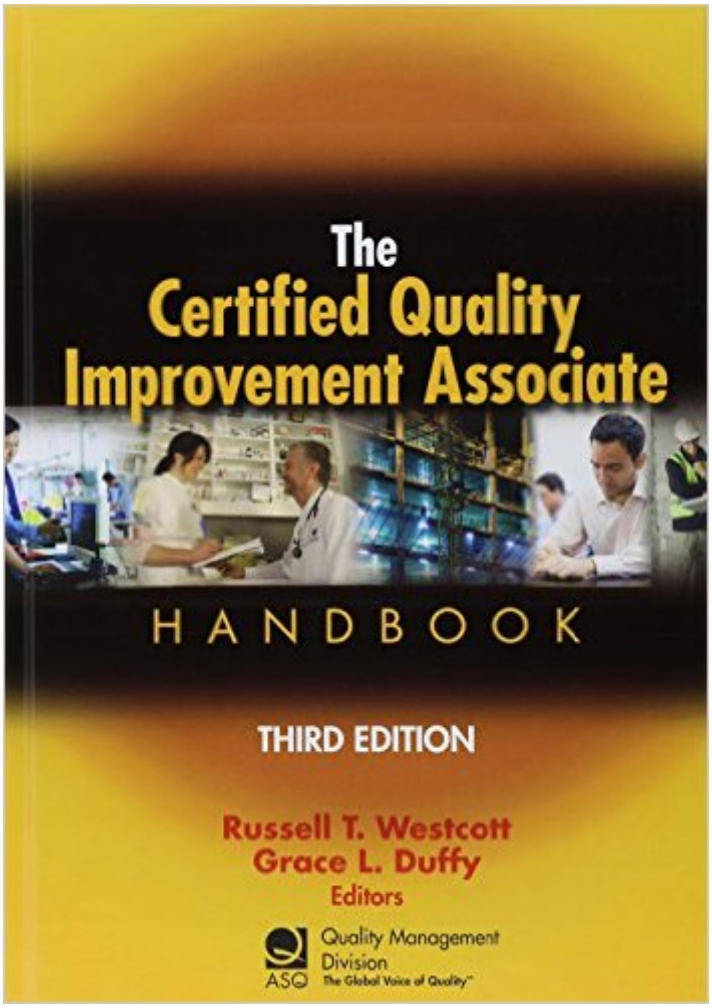

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Synopsis

ASQs Certified Quality Improvement Associate (CQIA) certification is designed to introduce the basics of quality to organizations and individuals not currently working within the field of quality. This book and the Body of Knowledge (BOK) it supports are intended to form a foundation for further study and application of proven quality principles and practices worldwide. The book follows the CQIA BOK in both content and sequence. The intent is that this book will serve as a guide to be used in preparation to take the CQIA examination given by ASQ. Each chapter stands alone, and the chapters may be read in any order. Some material reaching beyond the content of the BOK has been added. Supplemental reading suggestions are provided.

Book Information

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Customer Reviews

We are using this book for a quality management class I’m taking. I feel it is a good introduction to the principles of quality management. It is a fairly short book (268 pages) so it’s easily covered in a single semester and it is an easy read. But it still covers the material needed to understand the basics of quality.

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