

Certified Quality Auditor Exam Prep Course Outline

Module I: Auditing Fundamentals

1. Basic Terms and Concepts
2. Purpose of Audits
3. Types of Audits
4. Audit Criteria
5. Roles and Responsibilities of Audit Participants
6. Ethical, Legal, and Professional Issues

Module II: Audit Process

1. Audit Preparation and Planning
2. Audit Performance
3. Audit Reporting
4. Audit Follow-up and Closure

Module III: Auditor Competencies

1. Auditor Characteristics
2. Resource Management
3. Conflict Resolution
4. Communication Techniques
5. Interviewing Techniques
6. Team Membership, Leadership, and Facilitation
7. Presentation Techniques
8. Process Verification and Validation

Module IV: Audit Program and Business Applications

1. Audit Program Management
2. Business Applications

Module V: Quality Tools and Techniques

1. Fundamental Quality Control Tools
2. Quality Improvement Tools
3. Descriptive Statistics
4. Sampling Methods
5. Process Capability
6. Qualitative and Quantitative Analysis
7. Cost of Quality

Module VI: General Exam Information, Test Taking Tips, and Practice Test