Your Success Is Our Goal

ASQ On-site Training

ASQ On-site Training Catalog

This catalog features our complete portfolio of quality on-site training programs customized for your organization. Look no further than ASQ for your one-stop shop for all your training needs.
During these tough economic times, your organization needs to cut costs and do more with less. With ASQ On-site Training, we can teach you how to do more with less. Bring our training to your organization and you will:

• Save money by reducing travel time, expenses, and time away from the office.
• Learn how to improve processes to eliminate waste.
• See a return on your investment.

Leave your suitcase behind, and maximize your training investment today with ASQ On-site Training!

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VISIT www.asq.org/membership OR CALL 800-691-3282.
Maximize your training investment today!

In today’s competitive global environment, organizations are continuously striving to improve operations and achieve performance excellence. ASQ has training solutions designed for you and the success of your organization. This catalog features on-site training solutions that will help you stay on top of the latest quality improvement knowledge, principles, and methodologies available.

Training is a great investment—our goal at ASQ is to maximize the value of your investment by ensuring that we help you succeed in achieving your organization’s key training objectives. If you are training a group of five or more, let us bring our expert quality training to you. ASQ On-Site Training is a cost-effective option, and all of our training can be completely customized to match your specific requirements for all your quality-related needs.

Take advantage of ASQ’s quality offerings. Whether you are looking for the latest approach to decrease cost or cycle time, supply chain management, or lean, ASQ provides the knowledge and topics that yield positive, bottom-line results. We offer resources for management and staff training, professional development, improving customer service, and more.

Contact one of our on-site training experts today. They’ll help you select the right training for your organization. Call us today at 800-691-3282!

**ASQ Instructor Profile**

ASQ instructors are recognized leaders in their respective fields of expertise with an extensive knowledge base achieved through years of real-world experience and instruction.

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<td>ASQ staff and instructors will work with you to adapt and fine tune a program to meet your specific training requirements, work schedules, and time frames.</td>
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<td>Entire teams or departments can be trained together. This confidential atmosphere gives your employees the freedom to discuss problems, products, and situations.</td>
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<td>ASQ On-Site Training costs less per person than public courses. In fact, you can save your organization up to 65 percent by hosting ASQ On-site Training versus sending your employees to a public course.</td>
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<td>After instruction, you will have your very own subject-matter expert on call, just in case you have additional training questions in the months that follow.</td>
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### ASQ Instructor Profile

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<tr>
<td>25</td>
<td>Average years of work experience per ASQ instructor in his or her respective field.</td>
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<tr>
<td>18</td>
<td>Average years as a trainer or practitioner per ASQ instructor in his or her respective field.</td>
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<td>80%</td>
<td>Percentage of ASQ instructors with extensive international experience and instruction in his or her field.</td>
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<td>95%</td>
<td>Average satisfaction rating from On-Site Training customers. ASQ’s strict instructor selection guidelines guarantee that you are trained by only the best.</td>
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For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
The ASQ Learning Institute™ is the answer to all your learning, training, and professional development needs. Here you can search all of our courses and training by topic, course title, date, or location. The Learning Institute is your command center for planning and executing all the high-quality learning you need. With the flexibility to access programs whenever, wherever, and however you need them, the Learning Institute is a powerful portal that’s efficient and easy to use. You won’t find a more comprehensive, personalized, professional-development resource anywhere else. ASQ Full, Senior, and Fellow members can even set up profiles in the Learning Institute and access their personalized learning information.

Start your journey to professional achievement today!

FOR MORE INFORMATION ON THE ASQ LEARNING INSTITUTE OR TO REGISTER FOR A COURSE, VISIT www.asq.org/learninginstitute.
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- Process Based Auditing

**Manager of Quality/Organizational Excellence Certification**
- Certified Manager of Quality/Organizational Excellence Refresher
- Introduction to Quality Management

**Quality Auditor Certification**
- Certified Quality Auditor Refresher
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**Quality Engineer Certification**
- Certified Quality Engineer – Exam Preparation Course
- Introduction to Quality Engineering

**Quality Improvement Associate Certification**
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**Quality Inspector Certification**
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**Quality Process Analyst Certification**
- Certified Quality Process Analyst

**Quality Technician Certification**
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- Implementing Statistical Process Control

**Reliability Engineer Certification**
- Reliability Engineering
- Design of Experiments
- Implementing Statistical Process Control

**Six Sigma Black Belt Certification**
- Certified Six Sigma Black Belt Certification Preparation
- Lean Six Sigma Black Belt
- Black Belt/Quality Engineering Statistics

**Six Sigma Green Belt Certification**
- Certified Six Sigma Green Belt Exam Preparation
- Lean Six Sigma Green Belt

**Software Quality Engineer Certification**
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Internal Auditor Training for AS9100

Learn the necessary background to develop, implement, and audit an internal quality system that meets ISO 9001:2008 and AS9100 requirements. This internal auditor course includes workshops tailored to the aerospace industry and discussions of AS9100 Quality Management Systems–Aerospace Requirements. Hands-on workshops reinforce the methods and techniques discussed.

Goals

• Understand the audit evidence necessary to comply with AS9100 requirements.

• Using ISO 19011, understand pre-audit, auditing, and post-audit follow-up activities.

• Learn how to prepare for an audit and effectively manage your resources.

Related Certification: Certified Quality Auditor
CEUs and RUs: 2.5
Course Duration: 3 days

Lead Auditor Training for AS9100 (RABQSA Certified)

Learn how to assess compliance with AS9100 and ISO 9001 from the industry experts. Based on our ISO 9001 RABQSA-certified QMS Lead Auditor Training course, this interactive version covers the AS9100 and ISO 9001 requirements for quality management systems. This training course features workshops tailored to the working environment of the aerospace industry. Discussions include AS9100 Quality Management Systems–Requirements, as well as ISO 9001.

Goals

• Understand the elements that comprise a quality system.

• Discuss the relationships among AS9100 and ISO standards.

• Understand the audit evidence necessary to comply with AS9100 requirements.

Related Certification: Certified Quality Auditor
CEUs and RUs: 4.4
Course Duration: 4 days
Auditing

Quality Audits for Improved Performance

This is a basic course for both internal and external auditing. Move from compliance (policing) to management (performance improvement) auditing. The course covers preparation, performance, reporting, and closure. The curriculum follows the ASQ Certified Quality Auditor Body of Knowledge and assumes participants have no auditing experience. Learn how to present audit findings such that managers want to change current practices.

Goals

• Use the nine steps to prepare for an audit.
• Understand how to audit to any quality management system (not just ISO).
• Operate beyond compliance auditing by emphasizing business issues.

Related Certifications: Certified Quality Auditor, Certified Quality Engineer, Certified Manager of Quality/Organizational Excellence

CEUs and RUs: 1.3
Course Duration: 3 days

Process-Based Auditing

Designed for managers and professional staff already familiar with fundamental quality auditing concepts, this one-day course focuses on business processes and how to audit them. The course is especially useful for those faced with assessing the process approach to quality management called for in ISO 9001:2008. This workshop will show you how to move your current audit program from boring to brilliant.

Goals

• Develop process-based auditing plans specific to your organization’s requirements.
• Know the four-box process model and six universal process affectors.
• Know how to use the “turtle diagram” to analyze a process.

Related Certifications: Certified Quality Auditor, Certified HACCP Auditor, Certified Manager of Quality/Organizational Excellence, Certified Quality Engineer

CEUs and RUs: 0.6
Course Duration: 1 day

After the Audit: Continual Improvement From the Audit Process

This course will guide the participant through the steps for continual improvement in the audit process. The new ISO 9001 standard requires organizations to continually improve. We will present methods and techniques that can be used to maximize audit program benefits for your organization. The course will go through the after-the-audit process of effective reporting, corrective action, and management for improvement.

Goals

• Relate reasons for ineffective corrective action to their solution.
• Given a situation, perform the step-by-step audit function improvement process.
• Identify important system/process problems from audits.

Related Certifications: Certified Quality Auditor, Certified Manager of Quality/Organizational Excellence

CEUs and RUs: 1.3
Course Duration: 2 days
ISO/TS 16949:2009 Lead Auditor Training

This course teaches the participant how to interpret the QMS requirements and apply them to their specific work situation. They'll learn how to prepare an audit based on ISO/TS 16949, how to analyze audit findings, and how to determine conformance and nonconformance against the requirements.

**Goal**

**Related Certification:** Certified Quality Auditor

**CEUs and RUs:** 3.6

**Course Duration:** 5 days

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Developing and Implementing an ISO/TS 16949 Quality System

This course focuses on a complete review of ISO/TS 16949, the十五-steps to implementing a quality system, and a full day of developing customer-oriented processes (COPs), quality objectives, and auditing changes. Students will develop the Level-I Quality Manual, Customer-Orientated Processes (COPs), and quality objectives for their own organization.

**Goals**
- Gain an understanding of the specifications’ requirements.
- Learn how to create good policy, procedures, and work instructions.

**Related Certification:** Certified Quality Auditor

**CEUs and RUs:** 3.6

**Course Duration:** 3 days

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Transitioning to an ISO/TS 16949:2002 Quality Management System

This course will provide a complete review of ISO/TS 16949:2002 and the steps to adopt and implement an ISO/TS 16949 quality management system. Gain an understanding of customer-oriented processes (COPs), relationship of processes to procedures, and the major changes to internal auditing. You will be able to develop the new policies, procedures, and process maps needed to meet ISO/TS 16949:2002 requirements.

**Goals**
- Identify TS 16949:2002 requirements.
- Understand the process approach to management.
- Be able to quantify quality objectives for your organization.

**Related Certification:** Certified Quality Auditor

**CEUs and RUs:** 1.3

**Course Duration:** 2 days

For more information on ASQ On-site Training, visit [www.asq.org/on-site-training-catalog](http://www.asq.org/on-site-training-catalog) or call 800-691-3282.
**Quality 101**

This course will meet organizational needs for basic quality awareness and competency. This course helps organizations build a foundation for excellence by addressing both philosophical and application essentials of quality.

**Goals**
- An increased expertise in the practices and principles of quality.
- Reinforce your company’s quality practices.

**Related Certifications:** Certified Quality Improvement Associate, Certified Quality Process Analyst

**CEUs and RUs:** 1.5

**Course Duration:** 3 days

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**Root Cause Analysis**

This course will enable participants to understand root cause analysis as a procedure for ascertaining and analyzing the causes of problems in an effort to determine what can be done to solve or prevent them. Consisting of lectures, practice, and role-playing, this course is designed to provide attendees with an in-depth understanding of how to analyze a system to identify the root causes of problems.

**Goals**
- Differentiate between problem solving and root cause analysis.
- Implement five steps for carrying out effective root cause analysis.
- Enhance problem-solving effectiveness by providing a model for in-depth analysis of problem situations.

**Related Certifications:** Certified Quality Engineer, Certified Manager of Quality/Organizational Excellence

**CEUs and RUs:** 1.8

**Course Duration:** 3 days

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**Corrective Action**

This course provides a clear understanding of the nature and purpose of the corrective action process. Participants will learn corrective action process requirements, as well as how to evaluate problem risks, research the cause of a problem, develop an action plan, deploy the plan, and ensure that the plan works. Use these methods throughout your organization to comply with regulatory and management system requirements, and you’ll realize improvement as well.

**Goals**
- Explain the difference between corrective action and other actions.
- Identify corrective action process requirements.
- Determine appropriate metrics to measure the effectiveness of the corrective action.

**Related Certification:** Certified Quality Auditor

**CEUs and RUs:** 0.6

**Course Duration:** 1 day

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**Systematic Problem Solving for Sustained Improvements With Quality Tools**

Are you prepared to be a part of continuous improvement (CI) in your organization? All CI programs and many standards require a corrective action/improvement process. This program focuses on the concepts, quality tools, processes, and practices you need to apply a fact-based problem-solving process, teamwork, consensus-building, and the on-the-job application you need to succeed.

**Goals**
- Understand when to use the problem-solving process.
- Organize a problem-solving process, monitor for results, quantify the benefits, and improve the process.
- Design when and how to apply the following quality tools: brainstorming, multivoting, Pareto analysis, force field analysis, tree diagrams, affinity diagrams, selection matrices, data selection, check sheets, run charts, flowcharting, mapping work processes, Gantt charts, cause and effect fishbone diagrams, histograms, block diagrams, and scatter diagrams.

**Related Certifications:** Certified Quality Improvement Associate, Certified Quality Process Analyst

**CEUs and RUs:** 1.3

**Course Duration:** 2 days

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For more information on ASQ On-site Training, visit [www.asq.org/on-site-training-catalog](http://www.asq.org/on-site-training-catalog) or call 800-691-3282.
Guide to Process Improvement and Change

Process improvement initiatives are not new to organizations. However, the application of a systematic approach to change is changing even the most prestigious companies around the globe. This course provides students with the topics, direction, mentoring, and case studies necessary to realize the advantages of process improvement.

Goals
• Understand the multiple dimensions of process focus
• Analyze the voice of the customer.
• Calculate “critical to quality” requirements.

Related Certifications: Certified Manager of Quality/Organizational Excellence, Certified Six Sigma Black Belt, Certified Quality Engineer

CEUs and RUs: 2.4
Course Duration: 4 days

Failure Mode and Effects Analysis – Design and Process

This course is a hands-on session demonstrating how to develop a failure mode and effects analysis (FMEA). Participants will learn how an FMEA is structured to improve a process or design a product. Using software, students will learn how to prepare an FMEA. This course provides the latest revisions to the new industry guidelines.

Goals
• Manage designated personnel with the skills to conduct and complete an FMEA of products or processes.
• Define types of FMEAs.
• Know the important benefits of and be familiar with the components of FMEA.

Related Certifications: Certified Quality Engineer, Certified Manager of Quality/Organizational Excellence, Certified Reliability Engineer

CEUs and RUs: 1.2
Course Duration: 2 days

Measuring and Managing Customer Satisfaction: ISO 9001 and Beyond

This course provides an understanding of how to measure customer satisfaction and manage a customer satisfaction system. It also shows how to use the customer satisfaction system to increase profits and revenues.

Goals
• Discover what “customer satisfaction” really means.
• Be able to write your own customer satisfaction plan.
• Turn your data into action.

Related Certifications: Certified Quality Improvement Associate, Certified Manager of Quality/Organizational Excellence

CEUs and RUs: 0.9
Course Duration: 1 day

Strategic Quality Planning

This workshop will move you beyond quick fixes and into solutions that lead to quality management strategies. Participants will engage in exercises, discussions, and lectures on what quality means. They will learn to develop quality standards and create a quality vision, and then translate that vision into a series of strategies. They will learn the process for developing strategic quality plans, and actually apply it to “real” quality issues and develop strategies to better plan these. The outcome is measurable, as you can take these strategies back to your workplace and execute them immediately.

Goals
• Understand, at an overview level, all of the current quality strategies used today.
• Identify quality standards for your organization and/or department.
• Develop actions to successfully implement the quality strategies.

Related Certifications: Certified Manager of Quality/Organizational Excellence, Certified Six Sigma Black Belt

CEUs and RUs: 1.5
Course Duration: 2 days

For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
Acquire the knowledge to position yourself and your organization ahead of the competition with an ASQ certification. We have the training your staff needs to prepare for an ASQ certification exam. See what ASQ has to offer!

Biomedical Auditor Certification

• Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)

Calibration Technician Certification

• Certified Calibration Technician Refresher

HACCP Auditor Certification

• Corrective Action
• Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)
• Process-Based Auditing

Manager of Quality/Organizational Excellence Certification

• Certified Manager of Quality/Organizational Excellence Refresher
• Introduction to Quality Management

Quality Auditor Certification

• Certified Quality Auditor Refresher
• After the Audit: Continual Improvement From the Audit Process
• ISO 9001:2008 Internal Auditor Training (RABQSA Certified)

Quality Engineer Certification

• Certified Quality Engineer – Exam Preparation Course
• Introduction to Quality Engineering

Quality Improvement Associate Certification

• Quality 101

Quality Inspector Certification

• Quality Tools

Quality Process Analyst Certification

• Certified Quality Process Analyst Refresher

Quality Technician Certification

• Design of Experiments
• Implementing Statistical Process Control

Reliability Engineer Certification

• Reliability Engineering
• Design of Experiments
• Implementing Statistical Process Control

Six Sigma Black Belt Certification

• Certified Six Sigma Black Belt Certification Preparation
• Lean Six Sigma Black Belt
• Black Belt/Quality Engineering Statistics

Six Sigma Green Belt Certification

• Certified Six Sigma Green Belt Exam Preparation
• Lean Six Sigma Green Belt

Software Quality Engineer

• Software Quality Engineering Refresher
**Black Belt/Quality Engineering Statistics**

This course provides a solid foundation in statistical tools for people planning to participate in Six Sigma Black Belt training. The course can also be used as a refresher of statistical tools for the ASQ Six Sigma Black Belt exam or Certified Quality Engineer exam (where tools are common to both exam bodies of knowledge). It provides an overview of the statistical tools required for success as a quality engineer today.

**Goals**

- Design and implement accurate and cost-effective data collection systems that will provide useful data for business process analysis.
- Evaluate sample data to determine if process interventions are truly effective or to compare various system options before making final decisions.
- Perform exploratory data analysis to detect process patterns and validate assumptions about process distributions patterns.

**Related Certifications:** Certified Quality Engineer, Certified Six Sigma Black Belt

**CEUs and RUs:** 3.2

**Course Duration:** 5 days

**Design of Experiments**

Participants will get the basics of DOE from this course—scientific method, steps for designing and conducting effective experiments, and statistical and graphical tests for significance. They’ll also learn to set up, conduct, and analyze two-level factorial designed experiments. After this course, they’ll be able to identify what factors impact quality.

**Goals**

- Understand experimental analysis: main and interactive effects, experimental error, normal probability plots, identification of “active” efforts, and residual analysis.
- Identify the variables that have the greatest impact on product-level quality.
- Understand experimental design essentials, be able to plan an experiment (choose factors, levels, design matrices), and set up, conduct, and analyze a two-level factorial experiment.

**Related Certifications:** Certified Six Sigma Black Belt, Certified Quality Engineer

**CEUs and RUs:** 1.9

**Course Duration:** 3 days

**Introduction to Quality Engineering**

Process improvement initiatives are not new to organizations. However, the application of a systematic approach to change is changing even the most prestigious companies around the globe. This course is designed to provide students with the topics, direction, mentoring, and case studies necessary to realize the advantages of process improvement.

**Goals**

- Understand the multiple dimensions of process focus.
- Analyze the voice of the customer.
- Calculate “critical to quality” requirements.

**Related Certifications:** Certified Six Sigma Black Belt, Certified Quality Engineer

**CEUs and RUs:** 2.4

**Course Duration:** 5 days
For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.

### SPC Implementation

Students will get hands-on learning and practice with a variety of statistical process control (SPC) tools such as Pareto analysis and process capability index (CpK). The course includes the collecting and analysis of data for statistical distributions and control charts for variables and attributes.

**Goals**

- Become consciously competent in the selection and use of statistical process control.
- Demonstrate compliance with customer and ISO 9000 requirements.
- Be able to differentiate data reporting versus an SPC reporting control.

**Related Certifications:** Certified Quality Engineer, Certified Six Sigma Black Belt  
CEUs and RUs: 1.8  
Course Duration: 3 days

### Reliability Engineering

This course covers such topics as recognizing and using the proper probability distribution to model product times to failure, the analysis of life data to determine the reliability characteristics and to achieve reliability improvement of a product, reliability testing for determining and demonstrating a reliability value, and design procedures that are necessary to ensure a reliable product.

**Goals**

- Demonstrate an understanding of reliability engineering concepts.
- Demonstrate an understanding of the relationship between the time to failure distribution, the reliability function, and the hazard rate.
- Determine a life test, estimate reliability values from the test data, and set confidence limits on the results.

**Related Certification:** Certified Reliability Engineer  
CEUs and RUs: 3.0  
Course Duration: 5 days

### Software Quality Engineering

This course helps improve job performance and the quality of your company’s software products. It is a broad course that addresses the Certified Software Quality Engineer Body of Knowledge. It provides a thorough introduction for those new to software quality, as well as an opportunity to fill in any blank spots for experienced personnel.

**Goals**

- Define the skills and knowledge necessary to perform software quality engineering tasks.
- Determine how to evaluate software quality activities and processes and determine whether they meet their intended purpose.
- Understand the software life cycle.

**Related Certifications:** Certified Quality Engineer, Certified Software Quality Engineer  
CEUs and RUs: 3.6  
Course Duration: 5 days
ISO 22000:2005 Lead Auditor Training (RABQSA Certified)

This rigorous course makes extensive use of activities and case studies to help students fully understand the requirements of auditing to the ISO 22000:2005 standard. This course will prepare students to conduct effective audits. The training aspects of this particular course help students prepare to take the RABQSA-certified FS, AU, and TL exams.

Goals

• Fully understand and successfully interpret the ISO 22000 requirements.
• Audit to the ISO 22000 Food Safety Management System standard.
• Qualify additional staff to conduct internal food safety and HACCP audits.

Related Certification: Certified HACCP Auditor
CEUs and RUs: 3.6
Course Duration: 5 days

COMING SOON!

• ISO 22000 Internal Auditor Training
• Implementing ISO 22000 and PAS 220 to Meet the FSSC 22000 Audit Certification Scheme

CALL US FOR MORE INFORMATION!
Implementing and Auditing an ISO 9001:2008 Quality System

This course provides a complete review of the ISO 9001:2008 standard. Students will learn about the process approach to business and the 14 implementation steps. Work on identifying business processes and quality metrics, creating Level I policy documents and Level II procedures, and examining the audit program management process with a case study. They’ll also learn the new Stage 1 and Stage 2 registration process.

Goals
• Summarize the concepts of ISO 9001:2008.
• Use the ISO 9001:2008 standard to document a quality management system.
• Describe components of an internal audit program.

Related Certifications: Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor
CEUs and RUs: 2.1
Course Duration: 3 days

Internal Auditor Training for ISO 9001:2008 With Emphasis on AS9100

This internal auditor course includes workshops tailored to the aerospace industry and discussions of AS9100 Quality Management Systems–Aerospace Requirements. Hands-on workshops reinforce the methods and techniques discussed. There is a one-hour exam on the last day.

Goal
• Learn the necessary background to develop, implement, and audit an internal quality system that meets ISO 9001:2008 and AS9100 requirements.

Related Certification: Certified Quality Auditor
CEUs and RUs: 2.5
Course Duration: 3 days

ISO 14000 Lead Auditor Training (RABQSA Certified)

This course makes extensive use of student activities and case studies to help students fully understand the requirements of auditing to the ISO 14000 standard. Get the chance to practice your newly acquired skills in real-life audit situations that assure that students are prepared to conduct effective audits.

Goals
• Fully understand the requirements of ISO 14001.
• Know how to tailor an audit interview based on the requirements of the standard and obtain audit evidence from this interview.
• Understand and be able to apply the proper interpretation of the standard in actual audit situations.

Related Certification: Certified Quality Auditor
CEUs and RUs: 3.6
Course Duration: 5 days

For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
ISO 9001:2008 Internal Auditor Training (RABQSA Certified)
Participants will learn how to plan and conduct effective internal audits, as well as how to manage the audit process.

Goals
• Fully understand ISO 9001:2008 requirements.
• Understand and be able to apply the proper interpretation of the standard in actual internal audit situations.
• Know how to tailor an internal audit interview based on the requirements of the standard and to obtain audit evidence from this interview.

Related Certification: Certified Quality Auditor
CEUs and RUs: 2.3
Course Duration: 3 days

ISO 9001:2008 Lead Auditor Training (RABQSA Certified)
This course makes extensive use of student activities and case studies to help students fully understand requirements of auditing to the ISO 9001:2008 standard. Students will gain an in-depth understanding of the ISO 9001:2008 audit process.

Goals
• Fully understand ISO 9001:2008 requirements.
• Develop a cost-effective and compliant audit system.
• Implement, design, and complete a successful ISO 9001:2008 project.

Related Certification: Certified Quality Auditor
CEUs and RUs: 2.3
Course Duration: 5 days

ISO/IEC 17025 Lead Assessor Training
Participants will hone their skills, understand the rigors of the ISO/IEC 17025:2005 standard, and help consultants transition clients from other ISO standards to the requirements of ISO/IEC 17025. This class will also allow lab managers and technicians in organizations seeking accreditation to gain a thorough understanding of this international standard.

All attendees are encouraged to bring their own licensed copy of the ISO 17025 standard to training. If you do not have a licensed copy of the standard, you may purchase an ANSI-ASQ copy at cost from ACLASS.

Goals
• Understand all of the ISO/IEC 17025:2005 elements.
• Gain an understanding of assessing uncertainty, traceability, and PT/ILC.
• Get practical experience of planning, running, and reporting on assessments.

Related Certification: Certified Calibration Technician
CEUs and RUs: 3.7
Course Duration: 5 days
Lean

Lean Enterprise

In today’s business environment, where global competition and constant price reduction demands from customers impact heavily on management decisions, lean enterprise concepts have helped companies to remain competitive, innovative, and profitable. Lean implementation results in enhanced cost and cycle-time reduction, customer satisfaction, and standardized high quality. This course will focus on lean methods that can be used to minimize all forms of waste and maximize value for the customer.

Goals

• Understand the difference between traditional “push” and the lean “pull” systems.

• Identify typical lean wastes and how those wastes reduce an organization’s profits, competitive edge, and customer satisfaction.

• Recognize how lean directly addresses the elimination/reduction of operating costs, cycle time, and non-value-added activities.

Related Certifications: Certified Manager of Quality/Organizational Excellence, Certified Six Sigma Black Belt
CEUs and RUs: 1.4
Course Duration: 2 days

Getting Started With Lean Six Sigma in a Small to Midsize Enterprise

This course teaches an organization to implement a Lean Six Sigma improvement plan. They’ll start by getting an understanding of how Lean Six Sigma positively impacts organizations, then participants will go through a successful process model for getting started. We’ll describe what they need to develop an effective deployment plan for their department, business unit, or the whole company. Finally, we’ll show participants how to gain commitment, select a project, build success criteria, manage the project, allocate resources, and plan for success.

Goals

• Learn what Lean Six Sigma can do for your business.

• Learn how to establish your core Lean Six Sigma program.

• Benchmark two small to midsize business case studies.

Related Certifications: Certified Six Sigma Black Belt, Certified Six Sigma Green Belt
CEUs and RUs: 0.6
Course Duration: 1 day

Lean Kaizen: A Simplified Approach to Process Improvement

Lean is a renowned methodology that eliminates all categories of waste to help maximize efficiencies. Kaizen means continuous improvement. Together, Lean Kaizen is a proven approach to continuously implement much-needed change and get rid of waste. Learn to improve your organization’s cycle time, minimize customer response time, and reduce waste. Learn to maximize your organization’s operational efficiencies to save money and precious resources.

Goals

• Learn the definition and traditional application of kaizen.

• Improve your cycle time, minimize customer response time, and reduce waste.

• Maximize your operational efficiencies to save money and precious resources.

Related Certifications: Certified Manager of Quality/Organizational Excellence, Certified Six Sigma Black Belt, Certified Six Sigma Green Belt
CEUs and RUs: 0.6
Course Duration: 1 day
Medical Device and Pharmaceuticals

Auditor/Lead Auditor Training for ISO 13485 (RABQSA Certified)

This training course features workshops tailored to the working environment of the medical device industry. Discussions include ISO 13485 Medical Devices–Quality Management Systems–Requirements for Regulatory Purposes, as well as ISO 9001:2008. Workshops reinforce key topics including documentation audits, auditor interpretations, opening and closing meetings, checklists, listening and questioning techniques, and nonconformance reports.

Goals
• Understand the elements that constitute a quality system.
• Using ISO 19011, understand pre-audit, auditing, and post-audit follow-up activities.
• Know the ISO 13485 standard requirements and understand the audit evidence necessary to comply with ISO 13485 requirements.

Related Certifications: Certified Biomedical Auditor, Certified Quality Auditor
CEUs and RUs: 4.4
Course Duration: 5 days

Internal Auditor Training for ISO 13485 (RABQSA Certified)

Learn the necessary background to develop, implement, and audit an internal quality system that meets the requirements of ISO 9001:2008 and ISO 13485. This course includes workshops tailored to meet the medical device industry and discussions of ISO 13485 Medical Devices–Quality Management Systems–Requirements for Regulatory Purposes. Hands-on workshops reinforce the methods and techniques discussed.

Goals
• Understand the audit evidence necessary to comply with ISO 13485 requirements.
• Using ISO 19011, understand pre-audit, auditing, and post-audit follow-up activities.
• Know how to collect audit evidence, including techniques for effective questioning and listening.

Related Certifications: Certified Biomedical Auditor, Certified Quality Auditor
CEUs and RUs: 2.5
Course Duration: 3 days

ISO 13485:2003 Incorporating Key Requirements as a Quality Management System

In this course, participants get an understanding of the requirements, learn key steps for implementing an ISO 13485 quality management system, and examine internal auditing procedures. They’ll also learn how to draft process-based documentation. The course provides an overview of process validation, risk management, proper internal audits, CAPA, and FDA inspections (design controls, document controls, purchasing controls, etc.).

Goals
• Identify and appreciate the benefits of registration to a QMS standard.
• Gain knowledge of tools and approaches needed for organizational readiness for third-party registration (gap analysis and internal audits).
• Acquire an introductory understanding of process validation, risk management, proper internal audits, CAPA, and FDA inspections (design controls, document controls, purchasing controls, etc.).

Related Certifications: Certified Biomedical Auditor, Certified Quality Auditor, Certified Pharmaceutical GMP Professional
CEUs and RUs: 0.7
Course Duration: 1 day

For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
Process Validation for Medical Device

If your organization develops or manufactures medical devices, you need to be up-to-date on the latest regulations and requirements; patients’ lives depend on it. This course covers the regulatory requirements for producing and distributing medical devices, including the requirements of 21CFR 820. We will discuss the background behind these regulations. We will also address the systematic approach to evaluating and auditing the systems you need to meet the regulations.

Goals
• Understand the history of the practice of verification and validation.
• Understand the process validation principles and the protocols for drugs and medical devices.
• Identify regulatory requirements and establish your organization for the validation process.

Related Certifications: Certified Biomedical Auditor, Certified Pharmaceutical GMP Professional, Certified Quality Auditor
CEUs and RUs: 0.7
Course Duration: 1 day

Risk Management for Medical Device

Want to learn how to reduce risk at your organization? This course will help participants do just that. This program outlines the common risk-identification and risk-reducing methods applicable not only to medical device production but to many other industries. After evaluating the hazards for possible level of risk, they’ll learn ways to creatively brainstorm on how to reduce the risk. Participants will discuss example procedures that they can adapt to their specific needs.

Goals
• Identify and analyze hazards of product, process, or service.
• Understand basics of human factors and its relationship to risk management.
• Begin performing risk management in your company.

Related Certifications: Certified Biomedical Auditor, Certified Pharmaceutical GMP Professional, Certified Quality Auditor
CEUs and RUs: 0.7
Course Duration: 1 day

Transitioning to ISO 13485:2003 Overview

This course is a review of the basic ISO 13485:2003 requirements, the transition issues for existing users of the 1996 standard, and the process approach to management. Participants will also gain an understanding of the importance of quality objectives, the relationship of processes to procedures, and the major changes to internal auditing.

Goals
• Review ISO 13485:2003 requirements.
• Discover the importance of quality objectives and the process approach to business.
• Learn about audit program changes.

Related Certifications: Certified Biomedical Auditor, Certified Quality Auditor
CEUs and RUs: 0.7
Course Duration: 1 day
Introduction to Quality Management

This course provides participants with the quality management principles, techniques, tools, and skills for on-the-job applications useful in a wide range of businesses and organizations—service, manufacturing, government, education, healthcare, etc. The course is taught using adult learning principles including Discovery Learning techniques and a learning and action planning log to maximize content retention and usage. Although not designed as a certification refresher, this course will help seasoned quality professionals brush up on the key elements of QM.

Goals

- Apply QM concepts and tools to create value the first week back on the job.
- Understand a strategic planning and deployment process for improvement, perform a SWOT analysis, and review current models/tools such as balanced scorecard, scenario planning, and Hoshin planning/policy.

Related Certifications: Certified Manager of Quality/Organizational Excellence, Certified Quality Improvement Associate

CEUs and RUs: 3.4
Course Duration: 5 days

Measuring Process and Organizational Performance

This course presents a process for selecting what to measure and specifying the “what” and “how” to create the appropriate metric. The process also details how to report, review, and act on your measures and metrics. Students will explore the basics such as differences between leading and lagging indicators, outcomes vs. controls, and efficiency vs. effectiveness. They’ll also discuss more difficult issues such as aligning metrics and identifying gaps and conflict.

Goals

- Select metrics based on organizational strategy and/or process needs.
- Assess metrics for gaps, conflict, and alignment.
- Use metrics to define appropriate organizational actions.

Related Certifications: Certified Quality Improvement Associate, Certified Quality Process Analyst

CEUs and RUs: 1.3
Course Duration: 2 days

Quality Cost Principles

Improve customer satisfaction, competitiveness, and financial performance by understanding the link between quality improvement and profits. Learn to select, manage, and strategically use cost of quality (CoQ) improvement projects within your organization. Learn to successfully use CoQ to strategically manage your improvement projects for bottom-line results.

Goals

- Conduct CoQ assessments.
- Manage improvement projects to increase customer satisfaction and financial performance for your company.
- Identify CoQ cost-drivers within your organization.

Related Certification: Certified Manager of Quality/Organizational Excellence

CEUs and RUs: 0.7
Course Duration: 1 day
Lean Six Sigma Black Belt
This course covers the Six Sigma define-measure-analyze-improve-control (DMAIC) methodology with integrated lean tools and techniques, with all content available online in an asynchronous format. Lean content includes coverage of: value stream mapping, continuous flow, Little’s Law, level-loaded processing, quick changeovers, pull scheduling systems, 5-S, standardized work, kaizen, and total productive maintenance (TPM). Green Belt is NOT a prerequisite.

Goals
• Lead teams in applying lean concepts and the Six Sigma DMAIC methodology to attack waste.
• Prioritize improvement activities for greatest organizational impact.
• Analyze data to identify the root cause of variability, including the use of designed experiments.

Related Certification: Certified Six Sigma Black Belt
CEUs and RUs: 14.0
Course Duration: 4 weeks

Lean Six Sigma Green Belt
The define-measure-analyze-improve-control (DMAIC) methodology is presented with numerous case studies and examples drawn from service, business process, and manufacturing applications. Selected lean manufacturing and system dynamics concepts are integrated with Six Sigma in this course, including value stream mapping, takt time, line balancing, standardized work, continuous flow, Little’s Law, kaizen, quick changeovers, and pull scheduling.

Goals
• Lead teams in applying the Six Sigma DMAIC methodology to eliminate waste.
• Define improvement projects to satisfy the customer.
• Control the process to prevent backsliding and consolidate the gains.

Related Certification: Certified Six Sigma Green Belt
CEUs and RUs: 8.5
Course Duration: 2 weeks

Lean Six Sigma Champion
Champions are upper-level managers who lead the execution of the Lean Six Sigma deployment plans for the company. This course focuses on providing the managerial and technical knowledge necessary to facilitate the leadership and deployment of the Six Sigma strategy without a significant investment of time away from the office. Guided by the direction set forth by the executive team, champions select the projects, determine who’s trained as Black Belts/Green Belts, review progress, and mentor the Black Belts/Green Belts in order for the deployment to be effective.

Goals
• Learn what Lean Six Sigma is and why it’s important to your organization.
• Learn the roles and responsibilities of Lean Six Sigma players.
• Understand resource requirements and developing plans for Lean Six Sigma deployments.

Related Certifications: Certified Six Sigma Black Belt, Certified Six Sigma Green Belt
CEUs and RUs: 1.4
Course Duration: 2 days
Supplier Quality

Customer-Supplier Partnerships – An Introduction

Learn how to make a dramatic impact on customer satisfaction levels, boost quality, increase profits, and enhance market share with customer-supplier partnerships in this course.

Goals
- Understand the benefits of establishing long-term, mutually beneficial partnerships that lower total costs and provide better delivery performance.
- Know how to select a certification team to establish capability goals and identify ongoing performance targets.
- Recognize the value of establishing a partnership environment through the formation of teams, using surveys and audits, developing specifications, and applying benchmarking processes.

Related Certifications: Certified Quality Engineer, Certified Quality Improvement Associate, Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor
CEUs and RUs: 1.2
Course Duration: 2 days

Supplier Auditing and Supplier Certification

This course emphasizes supplier partnerships and how auditing benefits both parties. It begins by exploring how product and service requirements are defined and accepted. This becomes the basis for subsequent audits. Then, the process of an effective supplier audit is presented.

Goals
- Understand definitions of the supply chain, supplier certification, and how suppliers are classified.
- Learn specifications and their importance, how they are reviewed, and how characteristics are defined.
- Be able to select certification candidates using data-driven techniques.

Related Certifications: Certified Quality Auditor, Certified Manager of Quality/Organizational Excellence
CEUs and RUs: 0.8
Course Duration: 1 day

Developing High Performance Supplier and Partner Relationships

Get the methods, tools, and suggestions your organization needs for managing and forming strategic partner relationships. Finding and building strategic partnerships is key to service sustainability; it provides a way to substantially supplement your organization’s core competencies. Participants will cover the fundamentals of supplier and partner relationship management and take away lessons they can directly and immediately apply to your business.

Goals
- Understand the differences between a supplier and a partner.
- See the benefits and requirements of partnering relationships.
- Learn the characteristics and requirements of managing supplier relationships.

Related Certification: Certified Manager of Quality/Organizational Excellence
CEUs and RUs: 0.7
Course Duration: 2 days

For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
Complete Course Listing

Any of the courses below can also be customized and brought to your organization. Call us for more information.

- 16-Hour ISO 9001:2008 Lead Auditor Training (RABQSA Certified)
- Accelerating Project Success
- Auditing the Automotive Core Tools
- After the Audit: Benefiting From the Audit Process
- After the Audit: Continual Improvement From the Audit Process
- Auditor/Lead Auditor Training for ISO 13485 (RABQSA Certified)
- Baldrige-Based Approach to Organizational Learning and Development
- Black Belt/Quality Engineering Statistics
- Building Software Quality Skills
- Certified Calibration Technician Exam Preparation
- Certified Calibration Technician Refresher
- Certified Manager of Quality/Organizational Excellence
- Certified Manager of Quality/Organizational Excellence Refresher
- Certified Quality Auditor
- Certified Quality Auditor Refresher Training
- Certified Quality Engineer
- Certified Quality Engineer Exam Preparation
- Certified Quality Process Analyst
- Certified Six Sigma Black Belt
- Certified Six Sigma Green Belt
- Charting Process Behavior
- Corrective Action
- Cost of Quality: Finance for Continuous Improvement
- Customer-Supplier Partnerships – An Introduction
- Design and Process FMEA
- Design For Six Sigma (DFSS)
- Design For Six Sigma – Process
- Design For Six Sigma – Product
- Design of Experiments
- Design of Experiments Executive Overview
- Developing and Implementing an ISO/TS 16949 Quality System
- Developing High Performance Supplier and Partner Relationships
- Excellence in 8 Dimensions – Aligning Strategy, Measures, and Service With Customer Priorities
- Failure Mode and Effects Analysis – Design
- Failure Mode and Effects Analysis – Design and Process
- Failure Mode and Effects Analysis Executive Overview
- Failure Mode and Effects Analysis (FMEA)
- Failure Mode and Effects Analysis – Process
- FMEA for Beginners
- Getting Started With Lean Six Sigma in a Small to Midsize Enterprise
- Guide to Process Improvement and Change
- Implementing and Auditing an ISO 9001:2008 Quality System
- Implementing ISO 14000
- Implementing Statistical Process Control
- Innovation...From Vision to Reality
- Innovation Strategy – Taking the Right Risks
- Integrated Quality Management
- Internal Auditing
- Internal Auditing Basics
- Internal Auditing Executive Overview
- Internal Auditing to ISO/IEC 17025
- Internal Auditor Training for AS9100
- Internal Auditor Training for ISO 13485:2003 (RABQSA Certified)
- Internal Auditor Training for ISO 9001:2008 With Emphasis on AS9100
- Introduction to Quality Engineering
- Introduction to Quality Management
- ISO 13485:2003 Incorporating Key Requirements as a Quality Management System
- ISO 14000 Lead Auditor Training (RABQSA Certified)
- ISO 14001 Environmental Management – An Overview
- ISO 14001 Environmental Management – Overview, Integration, and Auditing
- ISO 14001 Environmental Management Internal Auditing

For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
Complete Course Listing

- ISO 14001:2004 Lead Auditor Training (RABQSA Certified)
- ISO 22000:2005 Food Safety Management System Requirements – An Overview
- ISO 22000:2005 Lead Auditor Training (RABQSA Certified)
- ISO 9001:2000 Executive Overview
- ISO 9001:2008 An Overview
- ISO 9001:2008 Internal Auditor Training (RABQSA Certified)
- ISO 9001:2008 Internal Process Auditing
- ISO 9001:2008 Internal Process Auditing Transition
- ISO 9001:2008 Lead Auditor Training (RABQSA Certified) — Blended Format
- ISO 9001:2008 Lead Auditor Training (RABQSA Certified)
- ISO/IEC 17025 Lead Assessor Training
- ISO/TS 16949:2002 Lead Auditor Training
- Lead Auditor Training for AS9100 (RABQSA Certified)
- Lean Enterprise
- Lean Kaizen: A Simplified Approach to Process Improvement
- LeanSigma® Fundamentals
- Lean Six Sigma Black Belt
- Lean Six Sigma Champion
- Lean Six Sigma Green Belt
- Managing and Leading in a Six Sigma World
- Measuring Process and Organizational Performance
- Mistake Proofing
- Mistake-Proofing Executive Overview
- Practical Measurement Uncertainty
- Process FMEA
- Process-Based Auditing
- Process Capability
- Process Validation for Medical Device
- Quality 101
- Quality Audits for Improved Performance
- Quality Basics
- Quality Cost Principles
- Quality Tools
- Reliability Engineering
- Risk Management for Medical Device
- Root Cause Analysis
- Root Cause Analysis: Solve Problems by Eliminating Causes
- Six Sigma Executive Training
- Six Sigma Green Belt Certification Preparation
- Six Sigma Yellow Belt
- Skills for Success for the Management Representative
- Software Auditing
- Software Configuration Management
- Software Functional Testing and Test Management
- Software Metrics
- Software Peer Reviews
- Software Project Management
- Software Quality Engineering
- Software Quality Engineering Refresher
- Software Requirements Engineering
- Software Risk Management
- Software Structural Testing
- Software Testing and Test Management
- Statistical Process Control (SPC) for Utilities
- Strategic Quality Planning
- Systematic Problem Solving for Sustained Improvements With Quality Tools
- The Case for Quality: Taking It to Management
- Transitioning to an ISO 13485 Quality Management System
- Transitioning to an ISO/TS 16949:2002 Quality Management System
- Transitioning to ISO 13485:2003 Overview
- TS 16949 Introduction

For more information on ASQ On-site Training, visit www.asq.org/on-site-training-catalog or call 800-691-3282.
ENTERPRISE MEMBERSHIP APPLICATION

- All employees at your organization are entitled to Enterprise membership benefits which they can access online by registering on our Web site.
- Each Enterprise member will identify a primary contact for their organization. This individual will be mailed all ASQ related information including Quality Progress magazine, annual invoices, and promotional and informational material.
- The primary contact will be responsible for sharing information on the Enterprise membership with the other employees of the member organization.

ASQ FORUMS AND DIVISIONS
You will receive electronic access to all ASQ Forums and Divisions as part of your Enterprise membership.
Membership in the ASQ e-Section, an electronic networking opportunity, is also included in your membership.
Your geographic Section included in your membership will be determined by the address of your primary contact.

PRIMARY CONTACT INFORMATION
- Male
- Female

First Name   Middle Initial   Last Name
Company      Job Title
Business Address (If address is a P.O. box please provide a street address for deliveries)
City, State/Province   Zip+4/Postal Code   Country
Area Code/Business Telephone   Area Code/Fax
Preferred e-mail address
Number of employees at your company

Full name of organization (for recognition purposes)
If you were referred to ASQ by another member, please tell us who.

Member Name   ASQ Member Number

EXECUTIVE LEVEL CONTACT
Contact Name
E-mail Address
Phone Number

QUALITY LEARNING AND DEVELOPMENT CONTACT
Contact Name
E-mail Address
Phone Number

ADDITIONAL CONTACT INFORMATION

ENTREPRISE MEMBERSHIP LEVEL AND DUES

<table>
<thead>
<tr>
<th>Category</th>
<th>Company Revenue</th>
<th>New Member Dues</th>
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<tr>
<td>Enterprise Level 1</td>
<td>Under $1 million</td>
<td>$1000</td>
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<tr>
<td>Enterprise Level 2</td>
<td>$1 million - $250 million</td>
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<td>$51 billion or more</td>
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OFFICE USE ONLY

Priority Code
Order Number
Enterprise Member Number

PAYMENT INFORMATION

- Check, purchase order, or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.
- MasterCard
- Visa
- American Express

Cardholder’s Name (please print)
Card Number
Exp. Date
Cardholder’s Signature
Cardholder’s Address

ENTERPRISE MEMBER BENEFIT—MEDIA OPPORTUNITIES
ASQ welcomes the opportunity to serve as an ambassador for your organization, and works with both trade and consumer publications to showcase and share your quality successes when relevant opportunities arise. If you would like us to contact you when appropriate media opportunities become available, please provide the contact information below:

Contact Name
Contact E-mail
Contact Phone Number

Please submit your application with remittance to:
ASQ
Attention: Enterprise Membership
P.O. Box 3005
Milwaukee, WI 53201-3005 USA
or fax to +1-414-765-8670.

Membership will begin on an agreed upon date for a period of one year following the receipt of payment and membership information.
SITE MEMBERSHIP APPLICATION

All employees at a single site are entitled to Site membership benefits. If your organization has more than one site, each site must have a Site membership to share membership benefits with its employees. Identify one primary contact who will receive all ASQ related information, and can disseminate this information to employees.

PRIMARY CONTACT INFORMATION

First Name Middle Initial Last Name

Company
Job Title

Business Address (If address is a P.O. box please provide a street address for deliveries)

City, State/Province Zip+4/Postal Code Country

Area Code/Telephone/Ext.
Area Code/Fax
Preferred e-mail address

Full name of organization (for recognition purposes)

If you were referred to ASQ by another member, please tell us who.

Member Name
ASQ Member Number

Mailing List

Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this box if you do not wish to receive these mailings. ASQ does not sell e-mail addresses to third parties.

PRIORITY CODE ________________
Order Number __________________
Member Number __________________

PAYMENT INFORMATION

Site Member Annual Dues

ASQ Sections
Your company’s primary contact will belong to a local ASQ Section determined by your company address. If you wish to choose a specific Section, please visit www.asq.org/sections for a listing of Sections. Additional Sections may be added for $20.00 each.

Quality Press Book Collection
Designed to establish an outstanding resource library for your organization and to strengthen and extend quality knowledge and application. Subscribers will receive a minimum of 10 books selected by Quality Press editors.

ASQ JOURNALS

Electronic subscriptions to all journals are included in Site membership. You may add any or all ASQ journal print subscriptions to your membership at an additional charge. Canadian price includes GST.

For descriptions, visit www.asq.org/pub/.

1. Journal of Quality Technology
   Domestic: $32.00
   Canada: $54.00
   International: $51.00

2. Quality Engineering
   Domestic: $34.75
   Canada/International: $51.25

3. Technometrics
   Domestic/Canada/International: $30.00

4. Quality Management Journal
   Domestic: $53.00
   Canada: $84.00
   Internaional: $78.00

ASQ FORUMS AND DIVISIONS

Your company’s primary contact will belong to one ASQ Forum or Division as part of your Site membership. Additional Forums and Divisions may be added for $10.00 each.

Please check one box indicating your membership. Add additional Forums and Divisions at right.

Audit (19)
   Automotive (3)
   Aviation, Space and Defense (2)
   Biomedical (10)
   Chemical and Process Industries (4)
   Customer-Supplier (15)
   Design and Construction (20)
   Education (21)
   Electronics and Communications (5)
   Energy and Environmental (11)
   Food, Drug, and Cosmetic (7)
   Government (22)
   Healthcare (18)

   Human Development and Leadership (13)
   Inspection (19)
   Lean Enterprise (23)
   Measurement Quality (17)
   Product Safety and Liability Prevention (25)
   Quality Management (11)
   Reliability (8)
   Service Quality (16)
   Six Sigma (26)
   Software (14)
   Statistics (12)
   Team & Workplace Excellence (27)

For more information about Forums and Divisions visit www.asq.org/forums-divisions or call 800-248-1946.

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