ASQ: Delivering SOLUTIONS for Quality and Value in Government Organizations

Quality Training Solutions for Effective Delivery of Government Services and Value to Taxpayers
If you are training a group of six or more employees, let us bring our expert quality training to you. ASQ On-site Training offers your organization the most qualified instructors, the most comprehensive training, and the most current information available on each of our training topics.

Maximize your company’s training investment today. For more information, call 800-248-1946 or visit www.asq.org/on-site-training.
Welcome! We’ve designed this catalog with the success of government organizations in mind. Inside you’ll find the latest performance improvement tools and processes offered in a variety of forms, including training and books from the American Society for Quality. These are the same tools and processes at work in such world-class organizations as Raytheon, Boeing, the U.S. Air Force, Lockheed Martin, the U.S. Department of Defense, the U.S. Department of Homeland Security, and many more. Whether you are looking for the latest approaches to cost-effective government service transaction management, the reduction of costly errors, management of your government contractors, or providing timely and excellent direct customer service, ASQ can provide the knowledge and techniques you need.

ASQ has the most comprehensive portfolio of management and staff training for achieving performance excellence anywhere. We provide publications, scheduled courses, software, conferences, and on-site training to government organizations. I invite you to review this catalog that highlights some of our most popular service quality tools available. You’ll find more through www.asq.org/services.

Wishing you success in all your endeavors,

Sal Agnello
Director of Government Business Development
ASQ

ASQ training courses are offered in a variety of formats. Select the one that best fits your needs:

- **Web-based**: Online training saves money on travel and gives you flexibility to make it work for you. Take advantage of self-paced online programs. ASQ’s webinars last one to two hours and can be viewed live or in our archives.

- **Classroom**: ASQ offers training in a traditional classroom setting on several topics. Our instructors lead courses that range from one day to four weeks in several different cities.

- **Virtual Course**: Take a course in a “virtual” classroom where the only difference from a traditional course is that you are at your personal computer. Instructors are available to teach you over the phone and online as you work from your computer.

- **On-site**: ASQ can bring training to your organization. We’ll customize any of our classroom courses to meet the needs of your group (five or more participants).

- **Blended**: This blended format combines individual Web-based learning, classroom instruction, real-time Web instruction, and one-on-one mentoring.
With the success stories that have been coming out of Corpus Christi Army Depot (CCAD) in recent years, it's hard to believe that not very long ago the depot was in danger of losing the source of one of its most significant workloads — the Air Force H-60 Pave Hawk.

The Pave Hawk, a derivation of the UH-60 Black Hawk, primarily is used for conducting day and night operations in hostile environments to recover downed aircrew or other stranded personnel during wartime. In peacetime, the Pave Hawk is used in civilian search and rescue missions, during the aftermath of natural disasters, for international aid, for helping in counter-drug operations, and in providing space shuttle support for NASA.

CCAD began providing maintenance, repair, and overhaul (MRO) support for the Pave Hawk in 1995 but by 1999 was experiencing significant problems with turnaround time (TAT) and cost overruns on the line. In 2001, with the increasing demands of the war on terror, the Air Force began farming out some of its Pave Hawk workload and was considering stripping CCAD of the entire line.

“The Air Force was seriously considering pulling the Pave Hawk line from CCAD and transferring it to North Carolina [Cherry Point, a Marine Corps facility] or Korea,” says Air Force liaison Wayne Duffy.

Realizing it had to do something to prevent losing the valuable workload and to preserve its designation as a premier facility for aircraft MRO in the Department of Defense (DoD), CCAD’s leadership began an aggressive campaign aimed at addressing issues of quality, cost, delivery, and process improvement. It did so by embracing the tenets of lean Six Sigma — implemented at the depot in 2002 — and by dusting off ISO 9000 focused quality management planning that had been around since 1996.

To lead the process improvement effort, CCAD hired George Kunkle III, a retired Army chief warrant officer, mechanic, and test pilot. Kunkle came to the depot with 30 years of aviation knowledge and hands-on experience, which he began putting to good use from day one, taking charge of CCAD’s newly formed quality team.

CCAD reignited its commitment to quality management systems (QMSs) based on the ISO 9000 series of standards, first implemented at the depot in 1996 and the base also began using the Six Sigma process. The focus wasn’t just on quality aircraft service — it was about the way CCAD conducted business as a whole.

“When I first started working with CCAD on getting registered to ISO 9001, the process was relegated to one small corner of the quality directorate,” says Bill Houser, a consultant CCAD hired in 2004 to assist with ISO registration efforts. “Not many people were behind it, because they saw it simply as a quality initiative, which made it quality’s problem.”

The predicament was — according to Houser — that CCAD didn’t have a problem with product quality.

“The aircraft and aircraft component parts maintained, repaired, and overhauled at CCAD were already top-notch,” says Houser. “It was cost and delivery that was hurting the depot’s reputation with its customers.”

After gaining the necessary support of CCAD’s top managers, Houser set about implementing his plan for developing and implementing an improvement based quality system. Figure 1 shows the 10 steps he used.

By following the 10-step plan, CCAD received a rare “no deficiencies” registration to ISO 9001 in late 2005. One year later, the depot was registered to the AS9100 standard for aerospace industry original equipment manufacturers. AS9100 improves on ISO 9001 with 100 additional requirements specific to the aerospace industry.

CCAD also became the first military facility in the world and the fifth organization overall to attain AS9110 registration, which is specifically for aerospace industry MRO facilities.

In August 2007, CCAD received a bronze level Public Sector Shingo Prize for its Pave Hawk line.

IN 50 WORDS OR LESS
- Due to lengthy turnaround times, Corpus Christi Army Depot (CCAD) was in danger of losing one of its biggest maintenance contracts.
- CCAD used lean Six Sigma to achieve registration to several standards and get back on track.
- Thanks to CCAD’s focus on quality, turnaround time was significantly reduced.

“The ISO 9000 series of standards requires an organization to have a tool for continuous improvement,” explains Houser. “Instead of having to develop one from scratch, we used lean Six Sigma to accomplish that requirement, and the two ideologies complemented each other quite well.”
Lean Six Sigma Black Belt

**Web-based, On-site, Blended**

Online Lean Six Sigma training in the complete ASQ Black Belt Body of Knowledge. This course can be used for Black Belt training or as preparation for the ASQ Black Belt certification exam. This course covers the Six Sigma 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). Numerous case studies and examples focus on service, business process, and manufacturing applications.

**WEB BASED***:

**CEUs**: 14.0

**Course Duration**: 140 hours. You have 365 days to complete this self-paced course.

*Shipping fees may apply

**Member Price**: $2,790  **List/Forum/Division Price**: $3,100  **GSA**: $2,810.93

**BLENDED**:

**CEUs**: 17.0

**Course Duration**: You will have five months to complete the course.

**Member Price**: $5,990  **List/Forum/Division Price**: $6,770  **GSA Price**: $6,034.93

**Now Available**: Certified Six Sigma Black Belt Question Bank, Exam Practice Questions

Lean Six Sigma Green Belt

**Web-based, On-site, Blended**

This course is designed to provide an understanding of the Lean Six Sigma Green Belt areas of knowledge.

The 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. Because the course design has a heavy practice orientation, as much as half of your time is spent working through interactive practice exercises and online assessments.

**WEB-BASED***:

**CEUs**: 8.5

**Course Duration**: 85 hours. You have 270 days to complete this self-paced course.

*Shipping fees may apply

**Member Price**: $1,890  **List/Forum/Division Price**: $2,100  **GSA**: $1,904.18

**ASQ FEDERAL CLIENTS**

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Lawrence Livermore National Laboratories
NASA — Cape Canaveral Space Center
NASA — Kennedy Space Center
NASA — United Space Alliance
Sandia National Laboratories
A Case Study:

U.S. AIR FORCE EARNs HIGH-FLYING RESULTS WITH QUALITY MANAGEMENT SPECIFICATIONS FOR SUPPLIERS

ASQ quality tools helped when a typical contractor quality audit conducted by the U.S. Air Force’s Air Combat Command (ACC) Project Management Squadron was a laborious process for the auditors and the contractors alike. ASQ quality tools were put into action when a cadre of eight to 12 Air Force auditors descended on a contractor’s site several times a year and found a total of 200 to 225 deficiencies. At that time the government contractors were simply treading water — unable to improve their quality systems because so much time was required to address the volumes of often minor deficiencies uncovered during the frequent audits. It was at that time when John Gray was assigned to the quality assurance (QA) division of ACC’s Program Management Squadron that ASQ quality tools came to the rescue.

Now retired, Air Force Master Sgt. Gray served as a quality assurance manager working with the ACC’s suppliers. He quickly realized that the Air Force’s auditing philosophy, with a heavy emphasis on inspection, had turned his division into the suppliers’ quality control function. Gray and fellow team members Deane A. Smith, David L. Straight, and Master Sgt. William J. McKee were determined to end the inspection-based mentality and shift the responsibility for ensuring the quality of goods and services squarely back on the shoulders of the suppliers.

As a first step, they adopted ISO 9001 compliance as a sourcing criterion in the supplier selection process. Suppliers were highly cooperative in becoming compliant — or in many cases registered to ISO 9001 — but it soon became apparent that many were not effective at truly implementing a quality system based on the standard. That’s when the ACC added a new specification calling for each supplier’s quality management representative to become an ASQ Certified Quality Auditor.

WHY CQA?

For their internal use, Gray and his QA division partners had been studying the Certified Quality Auditor (CQA) credential offered by ASQ. He explains that the Air Force’s auditing program lacked training on topics such as managing the audit function, creating an audit plan, and conducting a process audit. “We jumped on the CQA program and thought that was what our contractors needed as well. We decided (in 1997) to ask that each supplier’s management representative earn the certification,” says Gray, a CQA. Knowing a CQA would be on staff managing the supplier’s QMS, Gray felt the Air Force would have more confidence in that quality system. The supplier would be better equipped to deploy what was written in the QMS, and the audit teams would be better able to assess the effectiveness of the system since the auditors and the suppliers would be speaking the same quality “language.” Gray continues to participate in a few contractor audits each year as well as perform desk audits as part of the supplier selection process.

BENEFITS OF ASQ CERTIFICATION

According to Gray, one of the primary benefits realized from the supplier quality management specifications is an almost complete elimination of critical (anything that could adversely affect the mission, equipment, personnel) nonconformances or defects.

He says the audit staff now has a better understanding of systemic, versus isolated, issues and this has significantly reduced oversight costs:

- Critical defects from four ACC programs fell from 20 in 1995, before the ISO 9001 specification was put into effect, to just three critical defects in 2005.
- Audit costs for four ACC programs were reduced by half, from $1.4 million in 1995 to $700,000 in 2005.
- Previously, the second-party audits for the HRS program were conducted on a 30-day rotation. This eventually shifted to every 60 days, and now supplier audits are scheduled on a 90-day rotation for each radar site.

Suppliers have benefited from the program, too. Tim Nolan, quality control manager for ITT Systems Division, says his company was very supportive of the ISO 9001 and CQA specifications because they level the playing field for all military contractors. He sees open communication between his company and the Air Force as the biggest benefit of the quality management specifications, but also notes that ITT Systems has seen notable improvement in reliability in relation to ITT’s contractual requirements with the military. Just once has the system reliability fallen short of the contractual requirement in more than two years, and on only four occasions has ITT not reached its far more aggressive internal reliability goal. “Now we are at the best point we’ve ever been at as far as quality and quality assurance; it doesn’t even compare to the 1990s,” states Nolan, a CQA.

Identify your organization’s weaknesses and transform them into strengths through ASQ’s Training and Certification. Regardless of your organization’s size, ASQ has a body of knowledge that can help you gain knowledge, skills, and abilities to benefit your organization’s bottom line and ultimately improve customer satisfaction. From the world’s most powerful Armed Forces audit philosophy to a small mom-and-pop quality management system, ASQ certification can assist you in your continuing education.
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 CQA 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.

**Auditing (CQA) Fundamentals I**

*Web-based*

This Web-based course is designed to provide an understanding of the ASQ Quality Auditor 2004 Body of Knowledge (BoK) for preparing, performing, reporting, and following up audit results. The course is intended for those interested in learning auditing process fundamentals and as a review for those preparing to take the ASQ Certified Quality Auditor (CQA) exam. ISO 19011 audit standard changes that influence the CQA BoK are included as well as auditing process-based systems.

Auditing basics are discussed further in Auditing Fundamentals II and III.

**Related ASQ Body of Knowledge:** Certified Quality Auditor

**CEUs and ASQ RUs:** 0.8

**Course Duration:** 8 hours. This is a self-paced course that can be started at any time. You have 90 days to complete this self-paced course.

**Member Price:** $139  **List/Forum/Division Price:** $154

**GSA Price:** $139.64

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**The ASQ Auditing Handbook, Third Edition**

*J.P. Russell*

This best-selling handbook is now revised and fully updated, organized to correspond exactly with the ASQ Certified Quality Auditor (CQA) Body of Knowledge (BoK). It provides comprehensive coverage for nearly every aspect of the audit function.

Though a valuable resource for studying for the CQA examination, this book is also meant to be the single source for quality, environmental, and safety and health auditors; audit managers; audit teams; and other professionals in the field. *The ASQ Auditing Handbook* is designed to provide practical guidance for system and process auditors. Practitioners in the field provided content, example audit situations, stories, and review comments as the handbook evolved.

2006. 7 x 10 hardcover. 376 pages.

**Item:** H1263  **ISBN:** 978-0-87389-666-5

**Member Price:** $73  **List/Forum/Division Price:** $121
The Certified Quality Engineer (CQE)*

Increase your knowledge of quality engineering and advance your career with ASQ’s Certified Quality Engineer program. Developed with the expertise of ASQ’s subject-matter experts and based on ASQ’s Body of Knowledge, this program will help you prepare thoroughly to take the Certified Quality Engineer exam.

Related ASQ Body of Knowledge: Certified Quality Engineer
CEUs and ASQ RUs: 3.1
Course Duration: 5 days
Member Price: $230  List/Forum/Division Price: $390

Certified Quality Engineer Question Bank*

Based on ASQ’s Body of Knowledge (BoK), this new Web-based certification preparation program will help you prepare for ASQ’s Certified Quality Engineer (CQE) exam by identifying your strengths as well as your additional areas of study.

The course provides practice questions for all the topic areas in the CQE BoK. It is designed to prepare you for the certification exam and to help you identify those areas that need further study.**

Format & Features
This program is an Internet-based, self-paced training course. It provides a random set of practice questions on each section of the BoK, and it contains enough questions for at least three completely unique exams. The learner can take a different random practice exam as many times as they want during the 365-day access period. After attempting each question, you will receive an explanation specific to the choice selected and the correct answer. Upon completion of a practice exam you will get a graphical summary of your scores on each main topic of the BoK.

Web-based courses require a computer and Internet access. The learner sets the pace and is responsible for his or her own learning experience.

** Please note that the questions in product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

Course Duration: This is a self-paced course that can be started at any time. You have 365 days to complete the course.
Member Price: $80  List/Forum/Division Price: $100
GSA Price: $80.60

The Certified Quality Engineer Handbook, Third Edition

Connie M. Borror, editor

This third edition provides the quality professional with an updated resource that exactly follows ASQ’s Certified Quality Engineer Body of Knowledge. Today it is not uncommon for the quality engineer to be involved in quality improvement activities in healthcare, finance, education, software applications, and other non-manufacturing sectors. In response, numerous new examples and illustrations that cover applications in some of these areas have been added.

2009. 7 x 10 hardcover. 696 pages.

Member Price: $83  List/Forum/Division Price: $139

Visit www.asq.org/training to select a course number. For more information, visit www.asq.org or call 800-248-1946.
**Six Sigma Green Belt**

Green Belts serve on Black Belt project teams to help collect and analyze data, develop process maps, assist the Black Belt in certain levels of statistical analysis, and develop experimental designs for a particular project. These activities serve to support and accelerate progress in every project which helps to maximize the organization’s return on its investment and add capacity to deliver even greater numbers of breakthrough improvement projects throughout the company. Green Belts are also assigned specific improvement projects to conduct on their own — projects that would not require the statistical rigor demonstrated by the Black Belt.

**Related ASQ Body of Knowledge:** Certified Six Sigma Green Belt

**CLASSROOM:**
CEUs and ASQ RUs: 6.4
Course Duration: 10 days (one week per month for two months)

**List/Forum/Division Price:** $3,850
GSA Price: $3,526.25
Member Price: $3,500

**WEB-BASED:**
CEUs and ASQ RUs: 8.0
Course Duration: 80 hours. You have 270 days to complete this self-paced course.

**List/Forum/Division Price:** $1,800
GSA Price: $1,632.15
Member Price: $1,620

**CERTIFICATION**
The Six Sigma Green Belt operates in support of or under the supervision of a Six Sigma Black Belt, analyzes and solves quality problems, and is involved in quality improvement projects. A Green Belt is someone with at least three years of work experience who wants to demonstrate his or her knowledge of Six Sigma tools and processes.

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**The Certified Six Sigma Green Belt Handbook**

*Roderick A. Munro, Matthew J. Maio, Mohamed B. Nawaz, Govinnderajam Ramu, and Daniel J. Zrymiak*

This reference manual will help those interested in passing ASQ’s Six Sigma Green Belt certification exam, those who may need to train future Green Belts, and others who want a handy reference to the appropriate materials needed to conduct successful Green Belt projects. This latest entry in ASQ’s popular series of handbooks explicitly follows the certification’s body of knowledge and addresses each topic to exactly the level Green Belts need.

2008. 7 x 10 hardcover. 480 pages.

**Item:** H1290  ISBN 978-0-87389-698-6
**Member Price:** $73  **List/Forum/Division Price:** $121

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**Transactional Six Sigma for Green Belts: Maximizing Service and Manufacturing Processes**

*Samuel E. Windsor*

Though originally introduced by the manufacturing sector, Six Sigma is rapidly gaining the attention of many companies in the service sector. This book will give any Green Belt — whether an employee of a health insurance provider, a credit card company, or a uniform service provider — a better understanding of the flow of the Six Sigma process. Author Sam Windsor looks specifically at the tools that the Six Sigma Green Belt is expected to use, explains the purpose of each, and provides examples that are designed to provoke thoughts for possible application. Readers will also learn about process measures, measuring process capability, relating inputs to outputs, optimizing processes, and holding gains. Included in the appendices are a real case study of a Six Sigma project undertaken to reduce employee turnover, a brief guide to using Minitab and Excel for data analysis, a null hypothesis table, and a glossary.

2006. 6 x 9 softcover. 168 pages.

**Item:** H1266  ISBN 978-0-87389-671-9
**Member Price:** $39  **List/Forum/Division Price:** $39
SIX SIGMA BLACK BELT CERTIFICATION

Six Sigma Black Belt*

*Classroom

Six Sigma Black Belt training teaches and prepares change agents and technical leaders. With a comprehensive and disciplined model for improvement, every participant will learn how to meet his or her company’s business objectives through the recognized DMAIC process. Participants will be able to apply the concepts learned in the class to a facility project assigned to them by their management sponsor. Attendees will also learn how to direct Six Sigma projects and obtain the maximum improvements from the learned techniques and skills.

Related ASQ Body of Knowledge: Certified Six Sigma Black Belt

CEUs and ASQ RUs: 13.4
Course Duration: 20 days (one week per month for four months)
Member Price: $10,000  List/Forum/Division Price: $11,000
GSA Price: $10,075

Certified Six Sigma Black Belt Question Bank*

*Web-based

Based on ASQ’s Body of Knowledge (BoK), this new Web-based certification preparation program will help you prepare for ASQ’s Six Sigma Black Belt (SSBB) exam by identifying your strengths as well as your additional areas of study.

The course provides practice questions for all the topic areas in the SSBB BoK. It is designed to prepare you for the certification exam and to help you identify those areas that need further study.**

Format & Features

This program is an Internet-based, self-paced training course. It provides a random set of practice questions on each section of the BoK, and it contains enough questions for at least three completely unique exams. The learner can take a different random practice exam as many times as they want during the 365-day access period. After attempting each question, you will receive an explanation specific to the choice selected and the correct answer. Upon completion of a practice exam you will get a graphical summary of your scores on each main topic of the BoK.

Web-based courses require a computer and Internet access. The learner sets the pace and is responsible for his or her own learning experience.

**Please note that the questions in product are not actual ASQ exam questions. Your performance on the practice exams is for study purposes only, and may or may not reflect performance on an actual certification exam.

Course Duration: This is a self-paced course that can be started at any time. You have 365 days to complete the course.

Member Price: $80  List/Forum/Division Price: $100
GSA Price: $80.60

The Certified Six Sigma Black Belt Handbook, Second Edition

T.M. Kubiak and Donald W. Benbow

This second edition has been updated and revised to reflect the most recent Six Sigma techniques and to match the ASQ Certified Six Sigma Black Belt Body of Knowledge.

While the primary audience for this work is the individual preparing to sit for the Six Sigma Black Belt certification exam, a secondary audience for the handbook is the quality and Six Sigma professional who would like a relevant Six Sigma reference book. With this audience in mind, the authors have greatly expanded the appendices.

2009. 7 x 10 hardcover. 648 pages.

Member Price: $73  List/Forum/Division Price: $121

Six Sigma for the New Millennium: A CSSBB Guidebook, Second Edition

Kim H. Pries

This book walks the reader through the ASQ Certified Six Sigma Black Belt (CSSBB) Body of Knowledge (BoK) at a medium level of detail. It follows the nine sections of the BoK exactly, including enterprise-wide deployment, organizational process management and measures, team management, and detailed coverage of each stage of the DMAIC process. With more than 25 tables and 80 figures, the various concepts can not only be read but also “seen.” The appendices include all the statistical tables that test-takers and also those in the field will need.

456 pages. 8½ x 11 softcover. 2009.

Member Price: $55  List/Forum/Division Price: $92

*Visit www.asq.org/training to select a course number. For more information, visit www.asq.org or call 800-248-1946.
The Certified Manager of Quality/Organizational Excellence (CMQ/OE) is a professional who leads and champions process improvement initiatives — everywhere, from small businesses to multinational corporations — that can have regional or global focus in a variety of service and industrial settings. A CMQ/OE facilitates and leads team efforts to establish and monitor customer-supplier relations, supports strategic planning and deployment initiatives, and helps develop measurement systems to determine organizational improvement. The CMQ/OE should be able to motivate and evaluate staff, manage projects and human resources, and employ knowledge management tools and techniques in resolving organizational challenges.

*Visit www.asq.org/training to select a course number. For more information, visit www.asq.org or call 800-248-1946.
The Certified Quality Inspector is an inspector who, in support of and under the direction of quality engineers, supervisors, or technicians, can use the proven techniques included in the body of knowledge. Under professional direction, the Quality Inspector evaluates hardware documentation, performs laboratory procedures, inspects products, measures process performance, records data, and prepares formal reports.

**Quality Tools**

*Web-based*

This course is designed to teach team members and individuals about the basic quality tools needed to identify and analyze challenges within their organization. Participants become acquainted with a simple quality model — Deming’s Shewhart Cycle — and then learn about tools to identify issues and to analyze problems.

**CEUs:** 0.5

**Course Duration:** 5 hours (This is a self-paced course that can be started at any time. You have 90 days to complete the course.)

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“This class provided valuable information as to resources that I can use to improve my division’s current validation process. I hope this training will be offered to IT, QA, engineering, etc…”

— Connie Coonan, Abbott

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The Certified Quality Inspector is a professional with extensive problem solving abilities. They must know basic quality concepts and statistical data techniques and understand mathematical conversions. The CQI operates in support of precision inspection, detecting out-of-control conditions, and optimizing processes.

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The Certified Quality Inspector Handbook

*H. Fred Walker, Ahmad K. Elshennawy, Bhisham C. Gupta, and Mary McShane-Vaughn*

The quality inspector is the person perhaps most closely involved with day-to-day activities intended to ensure products and services meet customer expectations. The quality inspector is required to understand and apply a variety of tools and techniques as described in the ASQ Certified Quality Inspector Body of Knowledge (BoK). The tools and techniques identified in the BoK include technical math, metrology, inspection and test techniques, and quality assurance. Quality inspectors frequently work in the quality function of organizations in the various measurement and inspection laboratories, as well as on the shop floor supporting and interacting with quality engineers and production/service delivery personnel.

2009. 7 x 10 hardcover. 456 pages.

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**FMEA for Beginners**

*Web-based*

This course presents a step-by-step method for conducting failure mode and effects analysis (FMEA). It defines the role, methodologies, and implementation of FMEAs as an essential component of a preventive action program. Participants will determine FMEA objectives, potential failure cause and effect, assessment of risks, and preventive action plans. This interactive course includes handouts, practice exercises, and a free desk reference.

**Related ASQ Bodies of Knowledge:**
Certified Quality Engineer, Certified Manager of Quality/Organizational Excellence, Certified Reliability Engineer

**CEUs and ASQ RUs:** 0.5

**Course Duration:** 5 hours. You have 365 days to complete this self-paced course.

**Member Price:** $116
**List/Forum/Division Price:** $129
**GSA Price:** $116.87

**Introduction to Six Sigma**

*Web-based, On-site*

This overview course provides a broad understanding of the Six Sigma improvement methodology, concepts, and language. The define, measure, analyze, improve, and control methodology is presented with case studies and examples drawn from service, business process, and manufacturing applications. The integration of lean manufacturing and Six Sigma is also addressed. As much as a third of your time will be spent working through interactive practice exercises and online assessments.

**Related ASQ Bodies of Knowledge:**
Certified Six Sigma Green Belt, Certified Six Sigma Black Belt

**CEUs and ASQ RUs:** 0.3

**Course Duration:** 3 hours. You have 60 days to complete this self-paced course.

**Member Price:** $180
**List/Forum/Division Price:** $200
**GSA Price:** $181.35

**Quality 101**

*Web-based*

Everyone in an organization needs to understand and apply basic quality concepts. That’s why ASQ developed the Quality 101 program. Quality 101 is a self-directed, basic-level training program designed to introduce quality concepts and tools to employees new to quality and to refresh the skills of those with some background in quality. Companies looking for basic quality training to satisfy ISO training requirements should also consider this program as an easy way to train varied audiences. The content expertly covers the knowledge, skills, and abilities required for entry-level practitioners and those who support the practice of business excellence. Based on the body of knowledge, this program is also a great tool for those preparing for ASQ’s Certified Quality Improvement Associate (CQIA) exam.

**Related ASQ Bodies of Knowledge:**
Certified Quality Engineer, Certified Manager of Quality/Organizational Excellence, Certified Quality Improvement Associate

**CEUs and ASQ RUs:** 1.5

**Course Duration:** 10-15 hours. You have 365 days to complete this self-paced course.

**Member Price:** $295
**List/Forum/Division Price:** $345
**GSA Price:** $246.84

**Case Study**

**Executive Summary:**

**CITY OF FORT WAYNE USES SIX SIGMA TO STREAMLINE GOVERNMENT**

Fort Wayne implemented Six Sigma to improve customer service and increase effectiveness of city government. Six Sigma savings now total more than $10 million since 2000. Six Sigma was implemented in a number of different departments, including fire, community development, water pollution control, right of way, human resources, streets transportation engineering services, and solid waste. Some outcomes of the Six Sigma process were:

- Water main replacement construction bid costs were lowered by 15%
- Reduced call wait times for city utility customers
- $78,000 a year savings for the city water plant
- Fire code re-inspections increased by 23%; wait time decreased by 17 days

For more information and pricing, visit www.asq.org or call 800-248-1946. To order training today, complete page 22.
Lean for Service

Lean for Service is a philosophy and a powerful set of tools designed to eliminate waste from processes. It also focuses on what adds value in processes from a customer’s perspective. While its roots are in manufacturing, this workshop covers how to apply it to services and administrative functions. Lean for Service provides fast and dramatic results. If you are looking for an approach that builds on TQM and past improvement techniques, Lean for Service uses many “old” and familiar tools in fresh and innovative ways, and is the next generation of organizational and process improvement.

Related ASQ Body of Knowledge: Certified Six Sigma Black Belt

CEUs and ASQ RUs: 1.5
Course Duration: 2 days
Member Price: $975 List/Forum/Division Price: $1,100
GSA Price: $982.31

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 the most prestigious companies around the world. The quality techniques associated with managing business processes have changed virtually overnight. Added to that momentum for quality is the parameter of technology driving innovation, global competition, and outsourcing. The most successful organizations are those that proactively harness technology, processes, and opportunities toward developing relationships that add tangible benefits for both customer and company. The philosophy and application of the principles that underlie process improvement are modifying the very nature and culture of the organizations in which we work, including the optimization of operational efficiencies, shorter cycle times, and value-added partnerships with premier customers. Those who embrace process improvement are in the best position to realize success.

Related ASQ Bodies of Knowledge: Certified Quality Manager, Certified Six Sigma Black Belt, Certified Quality Engineer

CEUs and ASQ RUs: 2.4
Course Duration: 4 days
Member Price: $1,175 List/Forum/Division Price: $1,470
GSA Price: $1,185

Baldrige in Nonprofit and Government Sectors: Building Your Path to Performance Excellence

Better, faster, cheaper. Does the private sector have a “corner on the market” for performance excellence? Can the nonprofit and public sectors truly compete with global Fortune 500 companies or those that are considered world-class performers? The answer is resoundingly, Yes, by using the proven Baldrige performance excellence criteria. This course is designed for leaders of nonprofit and public sector organizations seeking an understanding of the Baldrige criteria and assessment process. Participants will be introduced to the entire Baldrige process, with a specific emphasis on demonstrating interactively, and why and how this management framework can be applied today across the board in nonprofit and government agencies, within the United States and internationally.

Related ASQ Bodies of Knowledge: Baldrige Criteria for Excellence, Certified Manager of Quality/Organizational Excellence, Certified Quality Auditor

For more information, please contact ASQ Customer Care at 800-248-1946.

Vision and Strategies for Managing Government Services

This course develops strong individual and collective government performance by involving management and staff in exercises and processes to identify strategies for rethinking their operations to become more business-oriented, bearing in mind the political agenda under which they must operate. This session will ensure that management and staff understand how to identify the similarities and differences between government and the private sector while improving quality service, leading staff toward a new vision of how government operates. The outcome will be a clearly defined strategy on how to implement this new operation.

For more information, please contact ASQ Customer Care at 800-248-1946.

Improving Local Government Using Quality Principles

This course will clearly explain quality tools and how to successfully apply them in the local government sector. Included in the course will be a discussion of strategic planning, benchmarking with other community governments, budget metrics, and implementing continuous improvement.

Training is only offered to groups of five or more.

Related ASQ Bodies of Knowledge: Certified Quality Improvement Associate, Certified Manager of Quality/Organizational Excellence

For more information and pricing, visit www.asq.org or call 800-248-1946. To order training today, complete page 22.
## ISO 9000:2008 Lead Auditor Training (RABQSA certified)

### Classroom

This RABQSA-certified course meets the training requirements for RABQSA Quality Management Systems Lead Auditors, Auditors, and Provisional Auditors with ASQ CQA status. This course makes extensive use of student activities and case studies to help students fully understand the requirements of auditing to the ISO 9001:2008 standard. Lecture time is held to a minimum, providing students time to learn and then practice their newly acquired skills in real-life audit situations that ensure they are prepared to conduct effective audits.

**Note:** This RABQSA-certified course is presented by AQS Management Systems, Inc. (an RABQSA-certified course provider) in association with ASQ. This course is certified in the RABQSA Certification Program, and meets the training portion of the requirements for related auditor certification.

**Related ASQ Bodies of Knowledge:** Certified Quality Auditor

**CEUs and ASQ RUs:** 1.9

**Course Duration:** 2 days

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The following tools may be useful for those working in testing labs:

- Guide to Process Improvement and Change
- Lean for Service
- Root Cause Analysis
- Quality Audits for Improved Performance

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**ISO AUDITING – TRAINING**

ISO 9000 can help a company satisfy its customers, meet regulatory requirements, and achieve continual improvement. This section contains our recommendations on the training that will be most useful for government service organizations.

### Implementing and Auditing an ISO 9000:2008 Quality System

**Classroom**

This course focuses on a complete review of the ISO 9000:2008 standard, the 14 implementation steps, creating several level I policy statements and level II procedures, and a full day of examining the audit process and working with auditing through a case study.

**Related ASQ Bodies of Knowledge:** Certified Quality Auditor, Certified Quality Manager

**CEUs and ASQ RUs:** 2.1

**Course Duration:** 3 days

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### ISO 9001:2008 Internal Auditor Training (RABQSA certified)

**Classroom**

This RABQSA-certified course meets the training requirements for RABQSA Quality Management Systems Internal Auditors. This course makes extensive use of student activities and case studies to help students fully understand the requirements of auditing to the ISO 9001:2008 standard. Lecture time is held to a minimum, providing students time to learn and then practice their newly acquired skills in real-life audit situations that ensure that students are prepared to conduct effective audits.

**Note:** This RABQSA-certified course is presented by AQS Management Systems, Inc. (an RABQSA-certified course provider) in association with ASQ. This course is certified in the RABQSA Certification Program, and meets the training portion of the requirements for related auditor certification.

**Related ASQ Body of Knowledge:** Certified Quality Auditor

**CEUs and ASQ RUs:** 2.3

**Course Duration:** 3 days

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“It was a great experience to learn from someone so knowledgeable and passionate about the material.”

— Gary Brown, AAI Corporation
Identifying Environmental (ISO 14001) Aspects and Impacts

Web-based

This course is designed to be a step-by-step self-paced guided process for identifying significant environmental aspects and impacts within your organization. When the class/project is complete, the resulting process and documentation will be compliant to ISO 14001 (international environmental requirements standard). You will better understand and be able to identify your organization’s environmental risks. It is intended for EMS coordinators or team members in an organization tasked with identifying environmental risks and impacts for the organization.

CEUs: 1.2
Course Duration: 12 hours. You have 180 days to complete this self-paced course.
Member Price: $208  List/Forum/Division Price: $231
GSA Price: $209.56

Implementing ISO 14000

Classroom

Assist your organization in designing and implementing an ISO 14001 environmental management system (EMS) that meets the growing needs and requirements for an EMS. This two-day course is designed to demonstrate, in practical terms, how an environmental management system within an organization can be leveraged to meet emerging marketplace requirements contained in ISO 14001 and help your organization gain a marketing advantage while meeting regulatory requirements.

CEUs and ASQ RUs: 1.3
Course Duration: 2 days
Member Price: $1,070  List/Forum/Division Price: $1,200

Introduction to Corrective/Preventive Action

Web-Based, On-site

Establishing and maintaining corrective and preventive action systems is not an easy task, especially for the beginner. You need the road map presented in this Webinar — a road map based on ISO 9001:2000, QS-9000, AS 9100A, ISO 14001, and ISO/TS 16949.

You will review what constitutes a corrective and preventive action. Learn how to investigate and document corrective/preventive actions.

Member Price: $49  List/Forum/Division Price: $59
For more information, please contact ASQ Customer Care at 800-248-1946.

ASQ Has Many e-Learning Options!

ASQ Virtual Courses —
Live, Instructor-led, Interactive, and Convenient! Training at the speed of life.

Get all the benefits of ASQ training right at your desk.

• Saves money on travel
• Training fits around your busy schedule
• Same interaction as a traditional course
• The instructor and other participants join from around the world

For more information and pricing, visit www.asq.org or call 800-248-1946. To order training today, complete page 22.
ISO 9001:2008 Executive Overview

Web-Based, On-site

This course will introduce ISO 9000, the international quality system that has been used to standardize quality system requirements worldwide. Participants will get the most out of this course if they have a basic understanding of their organization’s business practices, products, and customers.

CEUs: 0.4

Course Duration: 4 hours. You have 365 days to complete this self-paced course.

Member Price: $105 List/Forum/Division Price: $115
GSA Price: $90.68

ISO 14000 Lead Auditor Training
(RABQSA certified)

Classroom

To become a lead auditor: If you satisfactorily achieve the required pass points for the written examination and the required minimum grading for the continuous assessment, you will receive a “Successful Completion” certificate to demonstrate that you have met the training requirement for individual QMS auditor certification by RABQSA. Before becoming a lead auditor, there are also professional requirements that must be met, including conducting a number of verifiable audits, educational requirements, workplace experience, and sponsorship.

CEUs: 3.6

Course Duration: 5 days

Member Price: $1,500 List/Forum/Division Price: $1,560
GSA Price: $1,511.25

Stepping Up to ISO 9004:2000

Classroom

An organization has just registered to ISO 9001:2000 — and that’s the first step in the journey to continual improvement. The next step is to step up to world-class status and adopt the suggestions for continual improvement strategies and processes suggested by the ISO 9004:2000 guidelines. The benefits of ISO 9004:2000 can be leveraged for improving an existing quality management system. While ISO 9001:2000 focuses on the effectiveness of the quality management system in meeting customer requirements, ISO 9004:2000 contains many important guidelines for a QMS that has the aim of improving the overall performance and capabilities of an organization.

CEUs: 1.3

Course Duration: 2 days

Member Price: $820 List/Forum/Division Price: $950
GSA Price: $800.96

ISO STANDARDS

ANSI/ISO/ASQ Q9001-2008:
Quality Management Systems — Requirements
Softcover. 40 pages. 2008
Item: T860
Member Price: $76 List/Forum/Division Price: $95

ANSI/ISO/ASQ Q9001-2008:
Quality Management Systems — Requirements
(Pocket Version)
Softcover. 60 pages. 2008
Item: T860P
Member Price: $76 List/Forum/Division Price: $95

ANSI/ISO/ASQ Q9000-2005:
Quality Management Systems — Fundamentals and vocabulary
Softcover. 36 pages. 2006
Item: T812
Member Price: $82 List/Forum/Division Price: $102

ANSI/ISO/ASQ Q9000-2008 Series:
Quality Management Standards
Softcover. 152 pages. 2008
Item: T2100
Member Price: $144 List/Forum/Division Price: $180

ANSI/ISO/ASQ QE19011S-2008:
Guidelines for quality and/or environmental management systems auditing — U.S. version with supplemental guidance added
Softcover. 70 pages. 2008
Item: T853
Member Price: $117 List/Forum/Division Price: $146

ANSI/ASQ Z1.4-2003 and ANSI/ASQ Z1.9-2003:
Sampling Procedures and Tables for Inspection by Attributes AND Sampling Procedures and Tables for Inspection by Variables for Percent Nonconforming
Spiralbound. 208 pages. 2003
Item: T013
Member Price: $175 List/Forum/Division Price: $219

ANSI/ISO/ASQ E14001-2004:
Environmental Management Systems — Requirements with guidance for use
Softcover. 38 pages. 2004
Item: T14001
Member Price: $82 List/Forum/Division Price: $102

ANSI/ISO/IEC 17025-2005:
General requirements for the competence of testing and calibration laboratories
Softcover. 40 pages. 2005
Item: T804
Member Price: $82 List/Forum/Division Price: $102

For more information and pricing, visit www.asq.org or call 800-248-1946. To order training today, complete page 22.
INTERNAL AUDIT

Internal Auditor Training for AS9100

Classroom

Learn the necessary background to develop, implement, and audit an internal quality system that meets the requirements of ISO 9001:2000 and 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.

Related ASQ Body of Knowledge: Certified Quality Auditor
CEUs and ASQ RUs: 2.5
Course Duration: 3 days
Member Price: $995  List/Forum/Division Price: $1,095
GSA Price: $1,002.46

Lead Auditor Training for AS9100 (RABQSA certified)

Classroom

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. Workshops reinforce key topics including documentation audits, auditor interpretations, opening and closing meetings, checklists, listening and questioning techniques, and nonconformance reports.

Related ASQ Body of Knowledge: Certified Quality Auditor
CEUs and ASQ RUs: 4.4
Course Duration: 5 days
Member Price: $1,595  List/Forum/Division Price: $1,695
GSA Price: $1,606.96

For more information and pricing, visit www.asq.org or call 800-248-1946. To order training today, complete page 22.
Membership Application

Preferred Mailing Address: Home ☐ Business ☐ Industry: Healthcare ☐ Service ☐ Mr. ☐ Ms. ☐ Mrs. ☐ Dr. ☐ Male ☐ Female ☐ Government ☐ Education ☐ Manufacturing

Date of Birth ___________ / ___________ / ___________

First Name Middle Initial Last Name

Company Name Job Title

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

Which one of the following best describes your title?
☐ Accountant ☐ Consultant ☐ Inspector ☐ Professor ☐ Statistician
☐ Advisor ☐ Contractor ☐ Instructor ☐ Programmer ☐ Student
☐ Administrator ☐ Controller/ ☐ Librarian ☐ Retired ☐ Superintendent
☐ Analyst ☐ Comptroller ☐ Machinist ☐ Scientist ☐ Teacher
☐ Associate ☐ Director ☐ Manager ☐ Six Sigma ☐ Technician
☐ Auditor ☐ Engineer ☐ Mechanic ☐ Black Belt ☐ Unemployed
☐ CEO ☐ Facilitator ☐ Nurse ☐ Six Sigma
☐ Chemist ☐ Foreman ☐ Owner ☐ Green Belt
☐ Clinician ☐ General ☐ President ☐ Specialist
☐ Coordinator ☐ Manager ☐ Principal ☐ Staff

ASQ does not sell e-mail addresses to third parties.

Mailing Lists
☒ Occasionally ASQ shares its mailing list with carefully selected quality-related organizations to provide you with information on products and services. Please check this circle if you do not wish to receive these mailings.

Member Referred By:

Member Name ___________________________ Member Number ___________________________

Payment Information

☒ Check or money order (U.S. dollars drawn on a U.S. bank) Make check payable to ASQ.
☒ MasterCard ☐ Visa ☐ American Express (Check one)

Cardholder's Name (please print) ___________________________

Card Number ___________________________ Exp. Date ___________________________

Cardholder's Signature ___________________________

Cardholder's Address ____________________________________________________________________________

Cardholder's Address ____________________________________________________________________________

Cardholder's Signature ___________________________

Customize Your Membership Experience

Member Type:
☒ Full (formerly Regular) $129 ☐ Associate $74 ☐ Forum- or Division-only $31

Additional Forums and Divisions may be added to all levels of membership. Please indicate in the list below the Forum or Division number and name.

Forum or Division Selection

Full or Associate member total x $10 = $

Forum- or Division-only member total x $31 = $

Publications

Full Member included† Associate Member included†† Forum or Division-only Member included‡

Electronic Only included§ Air Service Fee included§

Six Sigma Forum Magazine included§‡ Journal of Quality Technology included§‡

Quality Professional included§‡ Quality Management Journal included§‡

Quality Engineering included§‡ Technometrics included§‡

The Journal for Quality and Participation included§‡

Total of all magazines and journals included§‡

Total of all items (1-4): $________

Please submit your application with remittance to:

ASQ
P.O. Box 3066
Milwaukee, WI 53201-3066

You may also join online at www.asq.org or by calling ASQ Customer Care at 800-248-1946 or 414-272-8575.

New memberships are effective upon receipt of payment. New members receive one year of membership from the date they join. Members are billed prior to the anniversary date of their membership for next year’s dues. Memberships, even those paid by employers, are nontransferable. All prices are subject to change.

In becoming an ASQ member, you have the duty to follow the ASQ Code of Ethics and Society governing documents.
2. NAME/ADDRESS INFORMATION (Print clearly or type)

[Check the applicable box below.]

[ ] Mr. [ ] Ms. [ ] Mrs. [ ] Dr.

First Name Middle Initial Last Name

Home Address Apt./Ste.

City, State/Prov., Zip/Postal Code Country

Home Area Code and Telephone Number

Employer Name Your Title

Employer Address Apt./Ste.

City, State/Prov., Zip/Postal Code Country

Home Address Apt./Ste.

Bus. Area Code and Telephone Number Fax Number

E-mail Address

3. FEE

Check the applicable box below.

**MARCH/OCTOBER EXAMS**

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**JUNE/DECEMBER EXAMS**

| CPDE | ASQ Member $230.00 U.S.D. | Nonmember $390.00 U.S.D. |
| CSQE | Retake $180.00 U.S.D. |
| ASQ Member $230.00 U.S.D. | Nonmember $390.00 U.S.D. |
| CQA | Retake $180.00 U.S.D. |
| ASQ Member $230.00 U.S.D. | Nonmember $390.00 U.S.D. |
| CQE | Retake $180.00 U.S.D. |
| ASQ Member $230.00 U.S.D. | Nonmember $390.00 U.S.D. |
| CQIA | Retake $105.00 U.S.D. |
| ASQ Member $155.00 U.S.D. | Nonmember $335.00 U.S.D. |
| CTT | Retake $105.00 U.S.D. |
| ASQ Member $155.00 U.S.D. | Nonmember $335.00 U.S.D. |
| CQPA | Retake $105.00 U.S.D. |
| ASQ Member $155.00 U.S.D. | Nonmember $335.00 U.S.D. |
| CSSGB | Retake $125.00 U.S.D. |
| ASQ Member $175.00 U.S.D. | Nonmember $335.00 U.S.D. |

**EXAMINATION DATES**

Your application must be postmarked, faxed, or e-mailed by the extended application deadline. Applications sent after the extended deadline will automatically incur an additional, nonrefundable, $50 late registration fee. Applications received after the late application deadline will automatically be processed for the next examination date.

**EXAM FEE TOTALS**

You may pay by check, money order, bank draft, Visa, MasterCard, or American Express. Tuition vouchers and purchase orders are not accepted.

Make check payable to ASQ.

[ ] Visa [ ] MasterCard [ ] American Express (Check one)

Cardholder’s Name (please print)

Card Number Exp. Date

Cardholder’s Signature

Cardholder’s Address

Applicant’s Signature Date

Fees subject to change without notice.

If the payment amount submitted is incorrect or a price increase occurs, we will bill you accordingly or charge your credit card the appropriate amount.

To register online, visit www.asq.org and click Certification.

Please complete both sides of this application.
4. EXAMINATION SITE
Please list your ASQ section number for testing location.

Section Number __________ __________ __________ __________

International applicants, please print the name of the major city and country where you would prefer to take the examination on the lines below.

City __________________________
Country _______________________

5. EDUCATION
Complete the entire section below showing the highest completed educational degree or diploma you have received. Credit is not issued for nondegree education or for partially completed degree programs.

International applicants must provide documentation to verify educational equivalency.

Degree or Diploma ____________________________ Year ___________
Name of Institution ____________________________________________
Location of Institution ____________________________ City __________________________
Country __________________________

Is this a (circle one) technical school diploma, associate's degree, bachelor's, master's, or doctorate?

6. WORK EXPERIENCE
If you do not meet all of the necessary qualifications, you will not be allowed to take this exam.

CQIA and CQPA require TWO years of general work experience or an associate degree as a minimum.

CQI requires TWO years of work experience. If you do not have a high school diploma or GED, you must have THREE additional years' work experience.

CQT requires FOUR years of higher education and/or work experience.

CRE, CQA, CQE, and CSQE require EIGHT years of higher education and/or work experience including THREE years in a decision-making position.

CBA and CHA require FIVE years of work experience including ONE year in a decision-making position.

CMSQ/OE requires TEN years of higher education and/or work experience including FIVE years in a decision-making position.

CSSBB requires two completed projects with signed affidavits or one project with signed affidavit and three years of work experience. No education waivers are given.

CCT requires FIVE years of higher education and/or work experience.

CPGP requires FIVE years of on-the-job experience including THREE years in a decision-making position. No education waivers are given.

CSSGB requires THREE years of work experience.

All work experience must relate to one or more areas of the body of knowledge of that specific certification.

“DECISION MAKING” is defined as having the authority to define, execute, or control projects/processes and being responsible for the outcome.

If you have been certified by ASQ in any of the areas below, please provide your certificate number in lieu of work experience. If you are applying for the manager exam, you'll need to include additional work experience.

☐ CQA  ☐ CQE  ☐ Manager  ☐ CRE  ☐ CSQE

Certificate Number __________________________

Date __________ / ______ / ______

The following does not apply for CQI, CSSBB, CPGP, or CSSGB.

If you have completed a degree, diploma, or certificate program beyond high school, you may waive some of the required experience as follows:

Certificate/diploma from a technical or trade school
☐ 1 year,
☐ 2 years,
☐ 3 years,

Associate degree (college or technical institute)
☐ 2 years,
☐ 3 years,

Bachelor's degree
☐ 4 years,
☐ 5 years,

Master's/doctoral degree
☐ 5 years,
☐ 6 years,

You must attach a resume or provide your work experience below; employment dates must be by month/year.

Job Title ____________________________ From (Mo/Yr) ___________ To (Mo/Yr) ___________
Employer __________________________________________
Address __________________________________________
Supervisor _______________________________________

Job Title ____________________________ From (Mo/Yr) ___________ To (Mo/Yr) ___________
Employer __________________________________________
Address __________________________________________
Supervisor _______________________________________

Job Title ____________________________ From (Mo/Yr) ___________ To (Mo/Yr) ___________
Employer __________________________________________
Address __________________________________________
Supervisor _______________________________________

7. COMPLIANCE WITH RULES
Please read the ASQ Code of Ethics below. Compliance with the Code of Ethics is mandatory for all certified individuals, whether or not they are members of ASQ.

“I have read, I understand, and I agree to comply with the ASQ Code of Ethics. I agree not to discuss or release in any form the contents of the examination. I affirm that all information contained in this application is correct.”

Signature __________________________

Please print your name __________________________

Date __________ / ______ / ______

ASQ CODE OF ETHICS

FUNDAMENTAL PRINCIPLES

ASQ requires its members and certification holders to conduct themselves ethically by:

I. Being honest and impartial in serving the public, their employers, customers, and clients.

II. Striving to increase the competence and prestige of the quality profession, and

III. Using their knowledge and skill for the enhancement of human welfare.

Members and certification holders are required to observe the tenets set forth below:

RELATED WITH THE PUBLIC

Article 1— Hold paramount the safety, health, and welfare of the public in the performance of their professional duties.

RELATED WITH EMPLOYERS, CUSTOMERS, AND CLIENTS

Article 2— Perform services only in their areas of competence.

Article 3— Continue their professional development throughout their careers and provide opportunities for the professional and ethical development of others.

Article 4— Act in a professional manner in dealings with ASQ staff and each employer, customer, or client.

Article 5— Act as faithful agents or trustees and avoid conflict of interest and the appearance of conflicts of interest.

RELATED WITH PEERS

Article 6— Build their professional reputation on the merit of their services and not compete unfairly with others.

Article 7— Assure that credit for the work of others is given to those to whom it is due.

DID YOU

• Complete both sides of the application
• Include payment
• Attach your resume or provide your work experience with employment dates by month/year
• Sign your application
• Include your affidavit(s)—Affidavits can be found at www.asq.org/certification

If you have special needs that we can address, call ASQ Certification Offerings at 800-248-1946 or 414-272-8575.
BOOK & TRAINING ORDER FORM

SOLD TO:  Please print or type
☐ Check here if you completed the certification application and this information is the same.

ASQ Member Number (if applicable)

Name
☐ Home  ☐ Business

Company

Address
Apt./Ste.

(UPS will not deliver to a P.O. box)

City/State/Province

Zip/Postal Code

Country

Telephone  (During normal business hours)

Fax number

E-mail Address* (required for Web-based purchases)

SHIP TO: (If different from sold to) Please print or type

ASQ Member Number (if applicable)

Name
☐ Home  ☐ Business

Company

Address
Apt./Ste.

(UPS will not deliver to a P.O. box)

City/State/Province

Zip/Postal Code

Country

Telephone  (During normal business hours)

Fax number

Method of Payment:
☐ Check here if you completed the certification application and this information is the same.

☐ Check or money order (U.S. dollars drawn on a U.S. bank)
Make check payable to ASQ.

☐ Visa  ☐ MasterCard  ☐ American Express (Check one)

Cardholder’s Name

(Cardholder’s address)

Card Number  Exp. Date

Cardholder’s Signature

Cardholder’s Address

Applicant’s Signature  Date

• All orders must be paid in U.S.
currency drawn on a U.S. bank.
• All international orders must
be prepaid.
• All prices and availability subject to
change without notice.
• Make checks payable to ASQ.

SHIPPING – BOOKS ONLY
• Orders shipped within the
continental United States
and Canada will be shipped
UPS (where available). International orders are
shipped UPS Express or DHL.
• Please allow 1-2 weeks
for delivery.
• There is a charge of 25% of the total order amount
for shipments outside the
United States/Canada.
• Your credit card will not be
charged until items are
shipped unless you choose
otherwise. Shipping and
processing is charged
one time, up front, for the
entire order.

SHIPPING AND PROCESSING SCHEDULE – BOOKS ONLY

<table>
<thead>
<tr>
<th>Order Amount</th>
<th>U.S. Charges</th>
<th>Canadian Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $34.99</td>
<td>$4.25</td>
<td>$9.25</td>
</tr>
<tr>
<td>$35.00–$99.99</td>
<td>$6.50</td>
<td>$11.50</td>
</tr>
<tr>
<td>$100.00 and over</td>
<td>$12.50*</td>
<td>$17.50*</td>
</tr>
</tbody>
</table>

*If actual shipping charges exceed $12.50 ($17.50 Canadian), we will invoice customer for additional expense.

Item or Course Number  Quantity  Title (plus course location and date, if applicable)  Unit Price  Total Price

Subtotal

Quantity discount

U.S. or Canadian shipping and processing charges

Adjusted Total

Customers outside U.S. and Canada add 25% of adjusted total

Canadian customers add 7% of adjusted total for goods & services tax*

Wisconsin residents add 5% of adjusted total for sales tax*

Milwaukee County residents add an additional 0.6% of adjusted total

*Tax for retail only

TOTAL
ASQ’s Quality Press is the world’s largest publisher of quality-related products, offering basic to advanced resources for quality professionals.

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- Lean Six Sigma Black Belt with Minitab
- Lean Six Sigma Green Belt
- Lean Enterprise
- Lean Kaizen: A Simplified Approach to Process Improvements

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