CERTIFIED FOOD SAFETY AND QUALITY AUDITOR (CFSQA)
BODY OF KNOWLEDGE MAP 2020

The Certified HACCP Auditor (CHA) Body of Knowledge (BoK) has been updated to ensure that the most current state of HACCP auditor's practice is being tested in the examination. If you would like more information on how a BoK is updated, see a description of the process on http://asq.org/cert/faq/create-body-of-knowledge.

Part of the updating process is to conduct a job analysis survey to determine whether the topics in the 2012 BoK are still relevant to the job role of HACCP auditors and to identify any new topics that have emerged since that BoK was developed. Based upon qualitative research with industry experts and feedback from the CHA Job Analysis Committee, food industry knowledge was included in the job analysis survey. The quantitative results of the CHA job analysis survey indicated that all topics from the 2012 BoK are still relevant to common practice and that food industry knowledge is essential to the role of ASQ Certified HACCP Auditors. To accurately reflect the expanded new knowledge and the practice of ASQ Certified HACCP Auditors, ASQ and the CHA Committee have updated the name of the exam program to the Certified Food Safety and Quality Auditor (CFSQA).

Four new topics and six new sub-topics were added to the 2020 BoK, as indicated in Table 2.

The 2020 Certified Food Safety and Quality Auditor Body of Knowledge (CFSQA BoK) will be introduced at the **January 2020** administration. Both BoKs will be available online until March 1, 2020, at which time the 2012 CHA BoK will be removed.

General comments about ASQ Body of Knowledge updates

When the Body of Knowledge (BoK) is updated for an ASQ exam, most of the material covered in the BoK remains the same. There are very few programs that change significantly over a 5-7 year period. One of the points that we make to all the exam development committees is that ASQ Certification Exams need to reflect "the state of practice" not "the state of the art." This helps to keep the programs grounded in what people currently do, rather than being driven by the latest hot-topic improvement idea or trend. Typically, the biggest change in any updated BoK is in how the content is organized. When a new BoK is announced and posted on the ASQ website, we also include this "BoK Map" that highlights the changes between the two Bodies of Knowledge: old and new. The BoK map also clearly identifies any new content that has been added to the exam, as well as any content that has been removed from the exam.

With regard to exam preparation materials, several publicly available standards related to the food industry have been added to the CFSQA reference list. The reference list contains the source materials that the exam development committees use to write questions and verify answers.

Specific comments about the 2020 CFSQA Body of Knowledge updates

The primary change to the Body of Knowledge was the addition of food-related knowledge and renaming of the certification program. All the topics from the 2012 CHA BoK remain in the 2020 BoK. Food safety and related controls were added to *Section I. Food Safety and HACCP System*. Beyond minor clarifications, *Section III. HACCP Principles* and *Section IV. Implementation and Maintenance of Food Safety and HACCP System* have remained the same. No changes were made to the content in *Section V. Auditing Fundamentals*. Minor modifications were made to subtext in *Section VI. Auditing Process and Auditor Competencies* and new regulations and auditing schemes were added to VI.F and VI.G. Statistical Process Control was added as a new topic in *Section VII. Quality Tools and Techniques*. Alongside the additions in content, two areas received higher cognitive levels (I.C.2, II.B).

Table 1 below portrays the change in items allocated to each section of the Body of Knowledge. The *Preliminary Tasks*, *System Scope*, and *Management Responsibility* topics were separated from the 2012 CHA BoK Section I. and are now in a new section, *Section II. Food Safety and HACCP Management*. Table 2 on page 3 presents the 2020 CFSQA BoK and maps the topics to the 2012 CHA BoK. Table 3, starting on page 12, presents the 2012 CHA BoK and maps the topics to the 2020 CFSQA BoK. Details on changes between the two BoKs are noted in each table.

Table 1. BoK Section Item Allocation

2012 CHA BoK		2020 CFSQA BoK		Difference
BoK Section	**Items**	**BoK Section**	**Items**	**Items**
I. HACCP System	25	I. Food Safety and HACCP System	27	+11
		II. Food Safety and HACCP Management	9	
II. HACCP Principles	30	III. HACCP Principles	22	-8
III. Implementation and Maintenance of HACCP System	20	IV. Implementation and Maintenance of Food Safety and HACCP System	21	+1
IV. Auditing Fundamentals	22	V. Auditing Fundamentals	23	+1
V. Auditing Process and Auditor Competencies	28	VI. Auditing Process and Auditor Competencies	23	-5
VI. Quality Tools and Techniques	10	VII. Quality Tools and Techniques	10	0

Table 2. 2020 CFSQA BoK mapped to the 2012 CHA BoK

2012 BoK Code	2020 BoK Details	Notes
	I. Food Safety and HACCP System [27 Questions]	**Added "Food Safety" to title and number of questions increased from 25 to 27.**
I.A	**A. HACCP Terminology** Define, describe, and apply basic terms and elements related to a HACPP system including 1) deviation, 2) hazard condition, 3) validation, 4) verification, 5) National Advisory Committee on Microbiological Criteria for Foods (NACMCF), and 6) Codex Alimentarius. (Apply)	Moved preventive maintenance to I.C.1 and added validation, and verification.
NEW	**B. Food Safety Terminology** Describe and apply the connection between basic terms related to a food safety system including 1) food safety, 2) food safety culture, 3) food quality, 4) food quality plan, and 5) animal food and animal feed. (Apply)	
I.B	**C. Prerequisite Programs**	
I.A.1, I.B.1	**1. Foundations for a Food Safety and HACCP System** Define and describe the foundations for a Food Safety and HACCP system which control the operational conditions within a food establishment such as: (Analyze) a. Good Manufacturing Practices (GMPs), including personal hygiene programs b. Good Agricultural Practices (GAPs) c. Good Laboratory Practices (GLPs), including testing continuity plan d. Sanitation Standard Operating Procedures (SSOPs) e. Chemical and hazardous materials control f. Employee training g. Calibration of equipment h. Integrated Pest Management (IPM) i. Foreign material control (e.g., wood, metal, glass, brittle plastic, and ceramic control) j. Maintenance programs (e.g., preventive, routine, emergency, and temporary) k. Waste management l. Supplier and material qualification (e.g., raw materials, finished goods, and primary packaging) m. Distribution and transportation	Expanded on list of prerequisite programs to include 7-13.
I.B.2	**2. Product traceability and recall** Define and distinguish between material identification and status in relation to product traceability and recall such as label control, mock recalls, and traceability exercises. (Analyze)	Added examples to subtext. Increased cognitive level to Analyze.
NEW	**3. Crisis management** Understand and apply crisis management plans including business continuity and outbreak management. (Apply)	

2012 BoK Code	2020 BoK Details	Notes
I.B.3	**4. Food defense and facility design** Apply facility design, security methods and operational conditions necessary to mitigate bioterrorism threats and intentional adulteration. (Apply)	Added "Food defense" to topic title and modified the focus of subtext to be on bioterrorism threats and intentional adulteration instead of areas where products are produced/stored.
I.B.4	**5. Environmental control and monitoring** Apply various programs to support proper environmental conditions such as 1) controls for temperature, 2) humidity, 3) dust, 4) pathogens, 5) water, 6) air and ice safety, and 7) facility design elements. (Analyze)	Added "monitoring" to subtopic title and more examples of programs in relation to proper environmental conditions.
NEW	**6. Food fraud** Understand the impact caused by the intentional or unintentional use of ingredients (e.g., substitution, mislabeling, misbranding, dilution, and counterfeiting) that may compromise economic integrity, safety of the final product, or quality of the final product. (Understand)	
NEW	**D. Preventive Controls**	
NEW	**1. Process controls** Analyze appropriate procedures, practices, and processes for safe manufacturing, processing, packing, or holding of food to significantly minimize or prevent hazards, including but not limited to sanitation, process, CCP practices, and prerequisite programs. (Analyze)	
NEW	**2. Supply chain control** Apply supplier preventive process control measures and methods (e.g. sanitary transport, appropriate in-house storage, and appropriate labeling) used for hazard analysis and control, supplier performance and for documenting process control. (Apply)	
NEW	**3. Allergen control** Analyze specifications used for control with an allergen management process (e.g., storage, labeling, packaging, and shipping). Explain how specifications are used for preventing or mitigating cross-contact and cross-contamination. (Analyze)	
I.C	**II. Food Safety and HACCP Management [9 Questions]**	**Added "Food Safety" to title and topics split into a new section.**
I.C	**A. Preliminary Tasks** Use the following preliminary tasks to develop a Food Safety and HACCP system. (Apply)	
I.C.1	**1. Assemble and train the Food Safety and HACCP team, including qualified individuals.**	Added "qualified individual" to subtext.
I.C.2	**2. Describe the product and its distribution.**	

2012 BoK Code	2020 BoK Details	Notes
I.C.3	**3. Describe the intended use of the product and its end-user (e.g., consumer, patient, vulnerable group).**	
I.C.4	**4. Develop a product or process flow diagram.**	
I.C.5	**5. Verify the product or process flow diagram.**	Added "product or process" to subtext for clarification.
I.D	**B. System Scope** Define the scope of a Food Safety and HACCP system in terms of product-safety management. Describe how that scope affects the relationship between HACCP and other systems, such as quality management, risk management, the Global Food Safety Initiative (GFSI). Describe the impact that non-safety regulatory requirements and customer specifications can have on the scope of a Food Safety HACCP system. (Evaluate)	Added food elements. Increased cognitive level to Evaluate.
I.E	**C. Management Responsibility** Understand the importance of management's commitment to Food Safety and HACCP prerequisite programs, preventive controls, establishment of a food safety culture, and current and emerging domestic and global standards. (Apply)	Added food elements, preventive controls, and food safety culture.
	III. HACCP Principles [22 Questions]	**Number of questions decreased from 30 to 22.**
II.A	**A. Principle 1 – Hazard Analysis** Conduct a hazard analysis by 1) identifying hazards and 2) evaluating them in terms of severity and likelihood of occurrence utilizing tools such as a risk matrix; then 3) establish control measures for any hazards that are likely to occur. (Analyze)	Added example of risk matrix tool.
II.B	**B. Principle 2 – Critical Control Points (CCPs)** Define and distinguish between 1) control points and 2) critical control points (CCPs) in various operations; then 3) develop and use CCP decision trees. (Analyze)	
II.C	**C. Principle 3 – Critical Limits** Describe and distinguish between various types of limits, including 1) operational and process control limits and 2) specification limits. Identify and use appropriate scientific sources related to chemical, microbiological and physical limits, etc., as the basis for establishing critical limits. (Apply)	
II.D	**D. Principle 4 – Monitoring** Establish monitoring procedures that include details about: 1) whether to use continuous or scheduled (intermittent) monitoring, 2) how frequently data should be gathered and by whom, and 3) what sampling and testing methods to use in support of these procedures. (Apply)	

2012 BoK Code	2020 BoK Details	Notes
II.E	**E. Principle 5 – Corrective Action** Use the following steps to establish corrective action procedures. (Analyze) 1) Identify the cause of the deviation. 2) Determine disposition of affected product. 3) Identify and document corrective action. 4) Implement corrective action and determine its effectiveness. 5) Reevaluate the HACCP plan after changes have been made.	
II.F	**F. Principle 6 – Verification** Use the following steps to establish verification procedures for ongoing assessment. (Analyze) 1) Verify prerequisites and CCPs. 2) Review documents and records. 3) Review calibration processes and system operation. 4) Test and analyze product samples. 5) Validate the HACCP system.	Clarified "system" to "system operation" in 3).
II.G	**G. Principle 7 – Recordkeeping and Documentation** Establish procedures for maintaining these elements. (Apply) 1) Documents and records used to develop the initial HACCP plan 2) CCP monitoring records 3) Records of corrective actions taken in response to deviations, including root cause analysis results, verification activities, etc. 4) A formal document control system	
	IV. Implementation and Maintenance of Food Safety and HACCP System [21 Questions]	**Added "Food Safety" and increased number of questions from 20 to 21.**
III.A	**A. Implementation and Assessment** Use the following steps to implement the system. (Apply) 1) Conduct a pilot or initiate the system. 2) Conduct operational qualifications (critical control points, process control plans, etc.). 3) Assess training programs. 4) Evaluate the project's effectiveness in relation to its stated objectives. 5) Review the system requirements (regulatory, internal, etc.) to determine whether changes need to be made.	
III.B	**B. Validation and Reassessment** Use the following steps to assess an ongoing system. (Evaluate) 1) Validate the stated system objectives in relation to the results of the pilot, system initiation, or product/process change as needed. 2) Reassess the system periodically to verify that the requirements are met through reviewing data sources such as complaints, recalls, deviations, and corrective actions.	Adjusted focus of 2) to be on verifying requirements are met by various review methods.

2012 BoK Code	2020 BoK Details	Notes
III.C	**C. Verification and Maintenance** Review various food safety and HACCP system records, including 1) monitoring, 2) corrective action, 3) calibration, 4) training, and review 5) recordkeeping procedures and 6) operational procedures when the system is active to confirm that they are being implemented properly. (Apply)	
IV	**V. Auditing Fundamentals [23 Questions]**	**Number of items increased from 22 to 23.**
IV.A	**A. Basic Terms and Concepts** Define and distinguish between quality assurance and quality control. (Apply)	
IV.B	**B. Purpose of Audits** Explain how audits can be used to assess a wide variety of activities, including 1) organizational effectiveness, 2) system and process effectiveness, 3) performance measurement, 4) risk management, and 5) conformance to requirements. (Analyze)	
IV.C	**C. Types of Audits** Define and distinguish between various audit types, including 1) product, 2) process, 3) system, 4) 1st, 2nd, and 3rd party, 5) compliance, etc. (Analyze)	
IV.D	**D. Audit Criteria** Define and distinguish between various audit criteria, such as 1) standards, 2) contracts, 3) specifications, 4) policies, and 5) regulations. (Analyze)	
IV.E	**E. Audit Participants** Define and describe the roles and responsibilities of various audit participants, including 1) audit team members, 2) lead auditor, 3) client, 4) auditee, and 5) technical or subject matter experts. (Apply)	
IV.F	**F. Ethical, Legal, and Professional Issues**	
IV.F.1	1. **Audit credibility** Identify and apply ethical factors that influence audit credibility such as auditor independence, objectivity, and qualifications. (Apply)	
IV.F.2	2. **Liability issues** Identify potential legal and financial ramifications of improper auditor actions (e.g., carelessness and negligence) and the effects such actions can have on liability issues for all parties. (Apply)	
IV.F.3	3. **Professional conduct and responsibilities** Define and apply the concepts of due diligence and due care with respect to confidentiality, conflict of interest, the discovery of illegal activities or unsafe conditions, etc. (Apply)	

2012 BoK Code	2020 BoK Details	Notes
V	**VI. Auditing Process and Auditor Competencies [23 Questions]**	**Number of questions decreased from 28 to 23.**
V.A	**A. Audit Preparation and Planning**	
V.A.1	**1. Elements of audit planning** Identify and implement audit planning steps, including verifying audit authority, determining the purpose, scope, type of audit, requirements to audit against, and resources necessary, such as size and number of audit teams. (Evaluate)	
V.A.2	**2. Pre-audit documents** Identify and analyze pre-audit documents such as audit criteria or reference materials, prior audit results, etc. (Evaluate)	
V.A.3	**3. Auditing strategies** Identify and use various tactical methods for conducting an audit, including forward- and backward-tracing, discovery, etc. (Apply)	
	B. Audit Performance	
V.B.1	**1. Opening meeting** Describe the elements of an opening meeting, including explaining to the auditee the purpose, scope, and elements of the audit to be conducted. (Apply)	
V.B.2	**2. Data collection and analysis** Select and apply various data collection methods, such as obtaining access to documents, interviewing people, observing work activities, taking physical measurements, examining paper and electronic documents, and confirming flow diagrams, and analyze the results. (Evaluate)	Added obtaining access to documents and confirming flow diagrams as examples of data collection methods.
V.B.3	**3. Working papers** Identify types of working papers, such as checklists, auditor notes, attendance rosters, etc., and determine their importance in providing evidence for an audit trail. (Evaluate)	
V.B.4	**4. Objective evidence** Identify and differentiate various characteristics of objective evidence, such as observed, measured, verified, and documented. (Analyze)	
V.B.5	**5. Observations** Evaluate the significance of observations in terms of positive, negative, chronic, isolated, and systemic. (Evaluate)	

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V.B.6	6. **Nonconformanaces** Classify nonconformances in terms of significance, severity, frequency, and level of risk. (Evaluate)	
V.B.7	7. **Audit process management** Define and apply elements of managing an audit as it is being performed, including coordinating team and team member activities, reallocating resources, adjusting audit plans when necessary, and communicating with the auditee as needed. (Analyze)	
V.B.8	8. **Exit meeting** Describe the elements of an exit meeting, including presenting audit observations and findings to the auditee and discussing post-audit activities, who will be responsible for performing them, and their deadlines. (Apply)	
V.C	**C. Audit Reporting**	
V.C.1	1. **Basic steps** Implement the common steps in generating an audit report, including reviewing and finalizing results, organizing and summarizing details, obtaining necessary approvals for report distribution, etc. (Evaluate)	
V.C.2	2. **Effective audit reports** Evaluate various components that make audit reports effective: e.g., executive summary, prioritized data, graphical data presentation, and the impact of conclusions. (Evaluate)	
V.D	**D. Audit Follow-up and Closure**	
V.D.1	1. **Corrective and preventive action (CAPA)** Identify and apply CAPA elements, including problem identification, assigning responsibility, root cause analysis, recurrence prevention, etc. (Apply)	
V.D.2	2. **Review and verification of corrective action plans** Use various methods to verify and evaluate corrective actions plans, including examining revised procedures and processes or re-auditing to confirm the adequacy of corrective actions taken. (Apply)	
V.D.3	3. **Follow-up on ineffective corrective actions** Identify and develop strategies to use when corrective actions are not implemented or are not effective, including communicating to the next level of management, re-issuing the corrective action, re-auditing, etc. (Evaluate)	

2012 BoK Code	2020 BoK Details	Notes
V.D.4	**4. Audit closure** Identify various elements of audit closure and any criteria that have not been met and would prevent an audit from being closed. (Evaluate)	
V.D.5	**5. Records retention** Identify and apply record retention requirements, such as type of documents to be retained, length of time to keep them, and storage considerations. (Apply)	
V.E	**E. Auditor Competencies**	
V.E.1	**1. Characteristics** Identify characteristics that make auditors effective, such as interpersonal skills, problem-solving skills, close attention to detail, the ability to work independently and in a group or on a team. (Apply)	
V.E.2	**2. Conflict resolution** Identify typical conflict situations (disagreements, auditee delaying tactics, interruptions, etc.) and determine appropriate techniques (negotiation, cool-down periods, etc.) for resolving them. (Apply)	
V.E.3	**3. Written communication techniques** Develop and review technical reports for critical factors, including whether the document meets the needs of the intended audience, how the report will be used, what type of photographs, illustrations, or graphics will be effective, etc. (Apply)	
V.E.4	**4. Interviewing techniques** Define and use appropriate interviewing techniques, including active listening, open-ended or closed question types, determining the significance of pauses and their length, prompting a response, clarifying by paraphrasing, etc., in various situations, such as when supervisors are present, during group interviews, a group of workers, when using a translator, etc. (Apply)	
V.E.5	**5. Team dynamics and facilitation skills** Define and use various techniques to support team-building efforts and to help maintain group focus, both as a participant and as a team leader. Describe the classic stages of team development (forming, storming, norming, performing and adjourning), and use coaching, guidance, and other facilitation techniques to support effective teams. (Apply)	Added “adjourning” as a stage of team development.
NEW	**F. International Regulations and Inspections** Identify regulatory and international food sector requirements such as Food Safety Modernization Act (FSMA), FDA 21 CFR 117 and FDA 21 CFR 507, Foreign Supplier Verification Program (FSVP), FDA 9 CFR 416 and FDA 9 CFR 417, and Dietary Supplement cGMP Requirements. (Remember)	

2012 BoK Code	2020 BoK Details	Notes
NEW	**G. Auditing Schemes** Distinguish between various auditing schemes and auditee requirements including SQF Food Safety Code, FSSC 22000 Standard, BRC Global Standards, Primus, Global G.A.P., GRMS Global Red Meat Standard, IFS International Food Standard, Canada G.A.P., and Global Aquaculture Alliance. (Remember)	
VI	**VII. Quality Tools and Techniques [10 Questions]**	
VI.A	**A. Basic Quality Tools** Identify, interpret, and apply the seven basic quality tools: 1) Pareto charts, 2) cause and effect diagrams, 3) flowcharts, 4) control charts, 5) check sheets, 6) scatter diagrams, and 7) histograms. (Apply)	
VI.B	**B. Descriptive Statistics** Identify, interpret, and use 1) measures of central tendency (mean, median, mode) and 2) dispersion (standard deviation, variance, and frequency distribution). (Apply)	
VI.C	**C. Sampling Methods** Identify, interpret, and use sampling methods such as 1) acceptance, 2) random, 3) stratified, and 4) define terms such as consumer and producer risk, confidence level, etc. (Analyze)	
NEW	**D. Statistical Process Control** Interpret the data presented in statistical process control results. (Understand) [NOTE: this topic will be tested at the understand level; no calculations will be required.]	
VI.D	**E. Process Capability** Identify and distinguish the basic elements of C_p and C_{pk}. (Remember) [NOTE: this topic will be tested at the definition level; no calculations will be required.]	
VI.E	**F. Qualitative / Quantitative Analysis and Attributes / Variables Data** Describe and distinguish between 1) qualitative and quantitative analyses and 2) attributes and variables data. (Apply)	

Table 3. 2012 CHA BoK mapped to the 2020 CFSQA BoK

2012 BoK		2020 BoK		Notes
Number	**Label**	**Number**	**Label**	
I.A.1 - I.A.5	HACCP Terminology	**I.A.1 – I.A.6**	HACCP Terminology	Preventive maintenance was moved to I.C.1 as a PRP and Validation and Verification were added.
I.B.1	Foundations for a HACCP system	**I.C.1**	Foundations for a Food Safety and HACCP System	Additional examples added to subtext
I.B.2	Product traceability and recall	**I.C.2**	Product traceability and recall	
I.B.3	Security and Facility design	**I.C.4**	Food defense and facility design	Subtext updated.
I.B.4	Environmental control	**I.C.5**	Environmental Control and Monitoring	Subtext updated
I.C.1 - I.C.5	Preliminary Tasks	**II.A.1 – II.A.5**	Preliminary Tasks	Area separated into its section: II. Food Safety and HACCP Management
I.D	System Scope	**II.B**	System Scope	Subtext updated
I.E	Management Responsibility	**II.C**	Management Responsibility	Subtext updated
II.A.1 - II.A.3	Principle 1 – Hazard Analysis	**III.A.1 – III.A.3**	Principle 1 – Hazard Analysis	Subtext updated
II.B.1 - II.B.3	Principle 2 – CCPs	**III.B.1 – III.B.3**	Principle 2 – Critical Control Points (CCPs)	
II.C.1 - II.C.3	Principle 3 – Critical Limits	**III.C.1 – III.C.3**	Principle 3 – Critical Limits	
II.D.1 - II.D.3	Principle 4 – Monitoring	**III.D.1 – III.D.3**	Principle 4 – Monitoring	
II.E.1 - II.E.5	Principle 5 – Corrective Action	**III.E.1 – III.E.5**	Principle 5 – Corrective Action	
II.F.1 - II.F.5	Principle 6 – Verification	**III.F.1 – III.F.5**	Principle 6 – Verification	
II.G.1 - II.G.4	Principle 7 – Recordkeeping and Documentation	**III.G.1 – III.G.4**	Principle 7 – Recordkeeping and Documentation	
III.A.1 - III.A.5	Implementation and Assessment	**IV.A.1 – IV.A.5**	Implementation and Assessment	
III.B.1 - III.B.2	Validation and Reassessment	**IV.B.1 – IV.B.2**	Validation and Reassessment	Subtext updated
III.C.1 - III.C.6	Verification and Maintenance	**IV.C.1 – IV.C.6**	Verification and Maintenance	

2012 BoK		2020 BoK		Notes
Number	**Label**	**Number**	**Label**	
IV.A	Basic Terms and Concepts	**V.A**	Basic Terms and Concepts	
IV.B.1 - IV.B.5	Purpose of Audits	**V.B.1 – V.B.5**	Purpose of Audits	
IV.C.1 - IV.C.5	Types of Audits	**V.C.1 – V.C.5**	Types of Audits	
IV.D.1 - IV.D.5	Audit Criteria	**V.D.1 – V.D.5**	Audit Criteria	
IV.E.1 - IV.E.5	Audit Participants	**V.E.1 – V.E.5**	Audit Participants	
IV.F.1	Audit credibility	**V.F.1**	Audit credibility	
IV.F.2	Liability issues	**V.F.2**	Liability issues	
IV.F.3	Professional conduct and responsibilities	**V.F.3**	Professional conduct and responsibilities	
V.A.1	Elements of audit planning	**VI.A.1**	Elements of audit planning	
V.A.2	Pre-audit documents	**VI.A.2**	Pre-audit documents	
V.A.3	Auditing strategies	**VI.A.3**	Auditing strategies	
V.B.1	Opening meeting	**VI.B.1**	Opening meeting	
V.B.2	Data collection and analysis	**VI.B.2**	Data collection and analysis	Subtext updated
V.B.3	Working papers	**VI.B.3**	Working papers	
V.B.4	Objective evidence	**VI.B.4**	Objective evidence	
V.B.5	Observations	**VI.B.5**	Observations	
V.B.6	Nonconformances	**VI.B.6**	Nonconformances	
V.B.7	Audit process management	**VI.B.7**	Audit process management	
V.B.8	Exit meeting	**VI.B.8**	Exit meeting	

2012 BoK		2020 BoK		Notes
Number	Label	Number	Label	
V.C.1	Basic steps	**VI.C.1**	Basic steps	
V.C.2	Effective audit reports	**VI.C.2**	Effective audit reports	
V.D.1	Corrective and preventive action (CAPA)	**VI.D.1**	Corrective and preventive action (CAPA)	
V.D.2	Review and verification of corrective action plans	**VI.D.2**	Review and verification of corrective action plans	
V.D.3	Follow-up on ineffective corrective actions	**VI.D.3**	Follow-up on ineffective corrective actions	
V.D.4	Audit closure	**VI.D.4**	Audit closure	
V.D.5	Records retention	**VI.D.5**	Records retention	
V.E.1	Characteristics	**VI.E.1**	Characteristics	
V.E.2	Conflict Resolution	**VI.E.2**	Conflict Resolution	
V.E.3	Written Communication Techniques	**VI.E.3**	Written Communication Techniques	
V.E.4	Interviewing Techniques	**VI.E.4**	Interviewing Techniques	
V.E.5	Team dynamics and facilitation skills	**VI.E.5**	Team dynamics and facilitation skills	Added “adjourning” as a stage of team development.
VI.A.1 - VI.A.7	Basic Quality Tools	**VII.A.1 – VII.A.7**	Basic Quality Tools	
VI.B.1 - VI.B.2	Descriptive Statistics	**VII.B.1 – VII.B.2**	Descriptive Statistics	
VI.C.1 - VI.C.4	Sampling Methods	**VII.C.1 – VII.C.4**	Sampling Methods	
VI.D	Process Capability	**VII.E**	Process Capability	
VI.E.1 - VI.E.2	Qualitative / Quantitative Analysis and Attributes / Variables Data	**VII.F.1 – VII.F.2**	Qualitative / Quantitative Analysis and Attributes / Variables Data	