



ASQ CERTIFICATION

Candidate Handbook: Application, Exam, and
Recertification Reference Guide

ASQE Candidate Handbook and Application Process

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Overview

History of ASQ & ASQE

ASQ provides the global community with the expertise, tools, and solutions to help organizations and individuals improve the products, services, and experiences we rely upon for our safety, health, and daily lives. Our mission is to increase the use and impact of quality in response to the diverse needs of the world.

Founded in 1946, ASQ has been at the forefront of the quality movement. We trace our beginnings to the end of World War II, as quality experts sought ways to sustain quality improvement. Today, we continue to support innovations in many fields.

Since 1968, when the first ASQ certification exam was given, more than 500,000 certifications have been awarded through ASQ and ASQE, including many professionals who have attained more than one designation.

ASQE

ASQExcellence (ASQE) was founded in January 2020 as a trade association whose mission is to set the standard for quality-driven offerings and insights worldwide, inspiring the organizations it serves to achieve excellence. ASQE provides expertise, insights, thought leadership, networks and resources to a global membership of organizations and their affiliated individuals representing a wide range of industries and cultures.

ASQE is a registered trademark of ASQ, which was founded in 1946. Both are headquartered in Milwaukee, Wis., USA. ASQ and ASQE complement and enhance each other by providing member value for both individuals and organizations.

It is important to understand that ASQE certification is not a license or registration. It is peer recognition that an individual has demonstrated proficiency in, and comprehension of, a particular quality area at a specific point in time. ASQE certification is awarded to those who meet three criteria: Candidates must: 1) have a specified level of education and/or experience; 2) provide proof of professionalism; and 3) pass a standardized exam in the certification area.

Certification from ASQE is considered a mark of quality excellence in many industries. It helps you advance your career and boosts your organization's bottom line through your mastery of quality skills.

Certification Scope and Requirements

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
CCT	The Certified Calibration Technician tests, calibrates, maintains, and repairs electrical, mechanical, electromechanical, analytical, and electronic measuring, recording, and indicating instruments and equipment for conformance to established standards.	Candidates must have worked in a full-time, paid role. Candidates must have five years of on-the-job experience in one or more of the areas of the Certified Calibration Technician Body of Knowledge. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the five-year experience requirement waived, as follows (only one of these waivers may be claimed): •Diploma from a technical, military, or trade school — two years waived •Associate degree — two years waived •Bachelor's degree — two years waived •Master's or doctorate — two years waived Degrees/diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CCQM	The Certified Construction Quality Manager (CCQM) is a professional who ensures construction projects adhere to rigorous quality standards throughout their lifecycle. A Certified Construction Quality Manager oversees contract development, strategic quality planning, resource management, the design process, required documentation, and project closure. They apply principles of quality control, team building, project management best practices, risk management, environmental and social governance, and safety management to enhance construction project quality and achieve planned outcomes.	Candidates must have eight years of on-the-job experience in one or more of the areas of the Certified Construction Quality Manager Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. Candidates must have worked in a full-time, paid role. Up to one year of experience can be claimed from an internship or apprenticeship. For candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ, part of the eight-year experience requirement will be waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school — one year will be waived •Associate degree — two years waived •Bachelor's degree — four years waived •Master's or doctorate — five years waived Degrees/diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.

CESQA	The Certified Food Safety and Quality Auditor is a professional who understands the standards and principles of auditing a Food Safety and HACCP-based (or process-safety) system. A CFSQA uses various tools and techniques to examine, question, evaluate, and report on that system's adequacies and deficiencies. The CFSQA analyzes all elements of the system and reports on how well it adheres to the criteria for management and control of process safety.	Candidates must have worked in a full-time, paid role. Candidates must have five years of on-the-job experience in one or more areas of the Certified Food Safety and Quality Auditor Body of Knowledge, with at least one year in a decision-making role. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the five-year experience requirement waived, as follows (only one of these waivers may be claimed): •Associate degree — one year waived •Bachelor's degree — three years waived •Master's or doctorate — four years waived Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CMDA	The Certified Medical Device Auditor is a professional who understands the principles of standards, regulations, directives, and guidance for auditing a medical device system while using various tools and techniques to examine, question, evaluate, and report on that system's adequacies and deficiencies. A medical device auditor analyzes all elements of the system and reports on how well it adheres to the criteria for management and control of process safety.	Candidates must have worked in a full-time, paid role. The CMDA requires 5 years of on-the-job experience in one or more areas of the Certified Medical Device Auditor Body of Knowledge and 1 year of on-the-job experience must be in a "decision-making" position. A "decision-making" position is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the five-year experience requirement waived, as follows (only one of these waivers may be claimed): •Associate degree — one year waived •Bachelor's degree — three years waived •Master's or doctorate — four years waived Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
CMQ/OE	The Certified Manager of Quality/Organizational Excellence leads and champions process improvement initiatives—that can have regional or global focus—in various 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.	Candidates must have worked in a full-time, paid role. Candidates must have 10 years of on-the-job experience in one or more of the areas of the Certified Manager of Quality/Organizational Excellence Body of Knowledge. A minimum of five years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. If you have been certified by ASQ as a quality auditor, reliability engineer, software quality engineer, or quality engineer, experience used to qualify for certification in these fields applies to certification as a manager of quality/organizational excellence, as long as the 10-year minimum requirement is met. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the 10-year experience requirement waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school — one year will be waived •Associate degree — two years waived •Bachelor's degree — four years waived •Master's or doctorate — five years waived Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CPGP	The Certified Pharmaceutical GMP Professional understands the good manufacturing practices (GMP) as regulated and guided by national and international agencies for the pharmaceutical industry. This covers finished human and veterinary drugs and biologics, ectoparasitocides, and dietary supplements (alternatively called nutraceuticals) where regulated as drug products, as well as their component raw materials (includes active pharmaceutical ingredients (APIs) and excipients), packaging, and labeling operations.	Work experience must be in a full time, paid role. Candidates must have five years of on- the-job experience in one or more of the areas of the Certified Pharmaceutical GMP Professional Body of Knowledge. A minimum of three years of this experience must be in a decision- making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. There are no education waivers for this exam.

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
CQA	The Certified Quality Auditor 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 Certified Quality Auditor 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.	Candidates must have worked in a full-time, paid role. Candidates must have eight years of on-the-job experience in one or more of the areas of the Certified Quality Auditor Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. For candidates who were certified by ASQ as a quality engineer, reliability engineer, supplier quality professional, software quality engineer, or quality manager, the experience used to qualify for certification in these fields applies to certification as a quality auditor. Candidates who have completed a degree from a college, university or technical school with accreditation accepted by ASQ, part of the eight-year experience requirement will be waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school — one year will be waived •Associate degree — two years waived •Bachelor's degree — four years waived •Master's or doctorate — five years waived Degrees/diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CQE	The Certified Quality Engineer is a professional who understands the principles of product and service quality evaluation and control. This Body of Knowledge and applied technologies include, but are not limited to, development and operation of quality control systems, application and analysis of testing and inspection procedures, the ability to use metrology and statistical methods to diagnose and correct improper quality control practices, an understanding of human factors and motivation, familiarity with quality cost concepts and techniques, and the knowledge and ability to develop and administer management information systems and to audit quality systems for deficiency identification and correction.	Candidates must have eight years of on-the-job experience in one or more of the areas of the Certified Quality Engineer Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. Candidates must have worked in a full-time, paid role. For candidates who were certified by ASQ as a quality auditor, reliability engineer, supplier quality professional, software quality engineer, or quality manager, the experience used to qualify for certification in these fields applies to certification as a quality engineer. For candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ, part of the eight-year experience requirement will be waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school — one year will be waived •Associate degree — two years waived •Bachelor's degree — four years waived •Master's or doctorate — five years waived Degrees/diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
CQI	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.	Candidates must have worked in a full-time, paid role. Candidates must have three years of on-the-job experience in one or more areas of the Certified Quality Inspector Body of Knowledge. Candidates who have received a high school diploma / GED or completed a degree from a college, university, or technical school will have part of the three-year experience requirement waived, as follows (only one of these waivers may be claimed): •Diploma / GED — two years waived •Associate degree — two years waived •Bachelor's degree — two years waived •Master's or doctorate — two years waived Degrees/diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CQIA	The Certified Quality Improvement Associate has a basic knowledge of quality tools and their uses and is involved in quality improvement projects but does not necessarily come from a traditional quality area.	Candidates must have two years of work experience, an associate degree, or two years of equivalent higher education.
CQPA	The Certified Quality Process Analyst is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems and is involved in quality improvement projects. A CQPA may be a recent graduate or someone with work experience who wants to demonstrate his or her knowledge of quality tools and processes.	Candidates must have two years of work experience, an associate degree, or two years of equivalent higher education. Work experience must relate to one or more areas of the CQPA Body of Knowledge.
CQT	The Certified Quality Technician is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems, prepares inspection plans and instructions, selects sampling plan applications, prepares procedures, trains inspectors, performs audits, analyzes quality costs and other quality data, and applies fundamental statistical methods for process control.	Candidates must have worked in a full-time, paid role. Candidates must have at least four years of higher education and/or work experience in one or more areas of the Certified Quality Technician Body of Knowledge. For candidates who were previously certified by ASQ as a quality engineer, quality auditor, reliability engineer, software quality engineer, or quality manager, experience used to qualify for certification in those fields applies to certification as a quality technician. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the four-year experience requirement waived, as follows (only one of these waivers may be claimed): •Certification through the Quality Technology program of a community college or vocational school — one year will be waived •Associate degree — two years waived •Bachelor's, master's, or doctorate — three years waived Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institution

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
CRE	A Certified Reliability Engineer is a professional who understands the principles of performance evaluation and prediction to improve product/systems safety, reliability, and maintainability. This Body of Knowledge and applied technologies include, but are not limited to, design review and control; prediction, estimation, and apportionment methodology; failure mode effects and analysis; the planning, operation, and analysis of reliability testing and field failures, including mathematical modeling; understanding human factors in reliability; and the ability to develop and administer reliability information systems for failure analysis, design and performance improvement, and reliability program management over the entire product life cycle.	Candidates must have worked in a full-time, paid role. Candidates must have eight years of on-the-job experience in one or more of the areas of the Certified Reliability Engineer Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. Candidates who were previously certified by ASQ as a quality engineer, quality auditor, software quality engineer, or quality manager, experience used to qualify for certification in these fields often applies to certification as a reliability engineer. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the eight- year experience requirement waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school — one year will be waived •Associate degree — two years waived •Bachelor's degree — four years waived •Master's or doctorate — five years waived Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CSQE	The Certified Software Quality Engineer understands software quality development and implementation, software inspection, testing, verification and validation, and implements software development and maintenance processes and methods.	Work experience must be in a full-time, paid role. Candidates must have eight years of on-the-job experience in one or more of the areas of the Certified Software Quality Engineer Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. For candidates who were certified by ASQ as a quality auditor, reliability engineer, supplier quality professional, quality engineer, or quality manager, the experience used to qualify for certification in these fields applies to certification as a software quality engineer. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the eight-year experience requirement waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school – one year will be waived •Associate degree – two years waived •Bachelor's degree – four years waived •Master's or doctorate – five years waived Degrees or diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
CSQP	The Certified Supplier Quality Professional works with an organization's supply chain and suppliers to continuously improve performance of key system components (increase life cycle, reduce scrap, improve repair processes) by implementing process controls and developing quality assurance plans. The Certified Supplier Quality Professional tracks data, identifies improvement projects, and manages cross-functional implementation to improve performance of key components and suppliers.	Work experience must be in a full-time, paid role. Candidates must have eight years of on-the-job experience in one or more of the areas of the Certified Supplier Quality Professional Body of Knowledge. A minimum of three years of this experience must be in a decision-making position. "Decision-making" is defined as the authority to define, execute, or control projects/processes and to be responsible for the outcome. This may or may not include management or supervisory positions. For candidates who were previously certified by ASQ as a quality engineer, quality auditor, software quality engineer, or quality manager, experience used to qualify for certification in these fields often applies to certification as a Supplier Quality Professional. Candidates who have completed a degree from a college, university, or technical school with accreditation accepted by ASQ will have part of the eight-year experience requirement waived, as follows (only one of these waivers may be claimed): •Diploma from a technical or trade school — one year will be waived •Associate degree — two years waived •Bachelor's degree — four years waived •Master's or doctorate — five years waived Degrees/diplomas from educational institutions outside the United States must be equivalent to degrees from U.S. educational institutions.
CMBB	The ASQ Master Black Belt certification is a mark of career excellence and aimed at individuals who possess exceptional expertise and knowledge of current industry practice. Master Black Belts have outstanding leadership ability, are innovative, and demonstrate a strong commitment to the practice and advancement of quality and improvement. Obtaining an ASQ MBB is acceptance and recognition from your peers. The target audience for the ASQ MBB certification are candidates who are or have been employed as MBBs within their organization, or well-qualified certified Six Sigma Black Belts (CSSBB) who have substantial experience in each of the major topic areas within the portfolio.	To become certified as an ASQ MBB, a candidate must successfully meet all requirements. To be eligible to apply for the MBB exam, a candidate must hold a current ASQ Six Sigma Black Belt certification (CSSBB) and pass the MBB portfolio review process. Within the portfolio, a candidate must have one of the following experience levels: 1) At least five years of experience in the role of a SSBB or MBB. - OR 2) Completion of 10 Six Sigma Black Belt projects. Candidates must be able to meet these minimum eligibility requirements in order to have their portfolio reviewed.

EXAM	SCOPE	ELIGIBILITY REQUIREMENTS
<u>CSSBB</u>	The Certified Six Sigma Black Belt is a professional who can explain Six Sigma philosophies and principles, including supporting systems and tools. A Black Belt should demonstrate team leadership, understand team dynamics, and assign team member roles and responsibilities. Black Belts have a thorough understanding of all aspects of the define, measure, analyze, improve, and control (DMAIC) model in accordance with Six Sigma principles. They have basic knowledge of lean enterprise concepts, are able to identify non-value-added elements and activities, and are able to use specific tools.	Six Sigma Black Belt requires two completed projects with signed affidavits or one completed project with signed affidavit and three years of work experience in one or more areas of the Six Sigma Body of Knowledge. For more information, please see the <u>list of Six Sigma Project Affidavit FAQs</u> . You do not need to be a Certified Six Sigma Green Belt. Work experience must be in a full time, paid role
<u>CSSGB</u>	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.	Six Sigma Green Belts are employees who spend some of their time on process improvement teams. They analyze and solve quality problems and are involved with Six Sigma, lean, or other quality improvement projects. The Six Sigma Green Belt certification requires three years of work experience in one or more areas of the Six Sigma Green Belt Body of Knowledge. Candidates must have worked in a full-time, paid role.
<u>CSSYB</u>	The Six Sigma Yellow Belt certification is aimed at those new to the world of Six Sigma who have a small role, interest, or need to develop foundational knowledge. Yellow Belts can be entry-level employees who seek to improve their world or executive champions who require an overview of Six Sigma and define, measure, analyze, improve, and control model (DMAIC). This certification adopts the approach of advancing the concept and potential of using Six Sigma tools and methodologies within an organization.	The Certified Six Sigma Yellow Belt has no experience or education requirements. The Certified Six Sigma Yellow Belt is aimed at candidates who have a small role, interest, or need to develop foundational knowledge.

Certification Application Process

The following are the steps of the certification application process:

1. Submit your application [online](#) or via [paper](#) along with the required documents and fee by the specified deadline.
2. Within 14 business days of receiving your application, ASQE will email you a notification indicating your application status.
3. If you applied for a computer-based test, once you are approved to sit for the exam, ASQE will email you an eligibility email, which will include your eligibility ID and a link to schedule your exam appointment directly through Prometric.

OR

4. If you applied for a Special Administration or a Translated exam, ASQ will email you your seating letter, which includes the date, time, and location of your paper-based test.
5. Take your exam at your confirmed location date and time.
6. Candidates who take a computer-based exam receive a pass/fail notification at the test center the day they sit for the exam. Candidates who take a paper-based exam receive a pass/fail notification via email approximately two weeks after the day they sit for the exam. Exams that require essay scoring can take up to four weeks. ***ASQ exam results for pilot exams and exams with updated bodies of knowledge will be available within four weeks.***

Each of these steps is explained in greater detail below.

Certification Application (Checklist)

A completed application will require the following:

- ☐ Contact information (name, address, phone number, and email)
- ☐ Education (transcript/diploma), work experience (résumé/CV)
- ☐ Desired testing window (computer-based testing)
- ☐ Location of exam (paper-based testing)
- ☐ Completed affidavit (required for Six Sigma Black Belt exam only)
- ☐ ADA accommodation with documented support (if necessary)
- ☐ Read and agree to ASQE Testing Agreement
- ☐ Read and agree to ASQ Code of Ethics
- ☐ Payment and billing information

If submitting a paper application, your application must be postmarked or emailed by the application deadline. Applications received after the deadline will automatically be processed for the next exam date or window. Visit our website to view deadlines, as they vary by certification.

Application Audits

ASQE randomly audits exam applications to verify that the experience and/or education claimed is in fulfillment of the certification program's eligibility requirements. This process maintains the integrity of our exams and complies with internationally recognized accreditation standards.

Process

This [audit form](#) must be completed and returned to ASQE Certification within 30 days of the initial application to be reviewed for approval. The Certification Applicant will complete Section 1 of this form, and a verifying party (Certification Applicant's manager, supervisor, or colleague) who has firsthand knowledge of the experience listed in this form must complete Section 2. The most recent or current work experience claimed in the application needs to be verified. Once both sections have been completed, the Certification Applicant will submit this form and any supporting documentation of work experience claimed to ASQE Certification. If you are unable to obtain a signature from a verifying party to confirm work experience, you may submit a letter from the respective Human Resources department confirming employment or a copy of a W2 tax form from the organization. Applicants claiming education waivers for eligibility **must** supply proof (transcript or diploma) of obtaining claimed degree.

To submit this form and any relevant documentation, please log into your ASQ.com account, click "My Account" at the top of the page, and navigate to "My Certifications" in the left menu. Click the upload icon next to the corresponding application to upload the documentation.

Please be aware we may contact the verifying party listed on this audit form to confirm work experience or request additional documentation if necessary.

Timeframe

Certification Applicants will have 30 days from their initial application to complete and return this audit form and any necessary supporting documentation. ASQE Certification Staff will review the completed audit materials within 7 business days of receipt. Certification Applicants will receive a reminder email after 15 days if the documentation is outstanding.

Audit Outcomes

- **Application Approved** – Applicant will receive approval and eligibility email notifications and be able to schedule their exam appointment.
- **Application Declined** – Eligibility requirements were deemed unfulfilled, and the Applicant will be refunded their exam fee minus a \$130 application fee.
- **Additional Information Needed** – Insufficient information or proof provided; deadline for audit completion will be extended by 15 days and Applicant must provide requested information.
- **No Response Received** – Applicant's certification application will be declined, and the Applicant will be refunded their exam fee minus a \$130 application fee.

Additional Accommodations

In accordance with the Americans with Disabilities Act (as amended), it is the policy of ASQE to provide accommodations in testing conditions to applicants with disabilities who are qualified candidates for our certification exams to the extent such accommodations are requested on a timely basis, reasonable, not unduly burdensome, and consistent with the nature and purpose of the exam and necessitated by the applicant's disability.

A [Documentation of Disability Form](#) must be completed and signed by a licensed professional for all additional accommodations. Documentation in electronic format can be uploaded when applying for your exam online or emailed to cert@asq.org. Supporting medical or other appropriate documentation must be submitted **prior** to scheduling your exam appointment through Prometric. Please keep a copy of all submitted forms for your records.

Once you have been approved for additional testing accommodations from ASQE, you will receive an eligibility email to schedule your online appointment through Prometric, or depending on the accommodation needed, you may need to contact Prometric to arrange the accommodations. If you are in North America, contact Prometric at 800-967-1139. If you are outside of North America, please visit the Prometric [testing accommodations website](#) for regional contact information.

Scheduling your Certification Exam

Computer-Based Tests (CBT)

ASQE computer-based tests are delivered through our partner, Prometric. Please visit our [certification website](#) for a list of testing window dates, application deadlines, and to apply for a computer-based exam.

Annual Certification Testing Windows:

TESTING WINDOWS	EXAMS OFFERED
January, March, May, July, September, November	CMDA, CFSQA, CMQ/OE, CQI, CQT, CRE, CSQP, CSSBB, CSSYB
February, April, June, August, October, December	CCT, CCQM, CPGP, CQA, CQE, CQIA, CQPA, CSQE, CSSGB

*CMBB testing windows are July and November

Scheduling Online

Once you are approved to sit for the exam, ASQE will email you an eligibility email, which will include your eligibility ID and [a link to schedule](#) your exam directly through Prometric. Please save your ASQE eligibility ID in a safe place; you will not be able to schedule your exam without it. Eligibility emails are sent six months prior to the exam window you applied for. If you are currently within six months of your window, you will receive your eligibility email within 48 hours after you receive this email notification. Please visit [Prometric's website](#) for a listing of all Prometric testing centers near you.

Scheduling by Telephone

- If you live in North America, you can use the Prometric Telephone System, an interactive voice response system that enables you to use a touch-tone phone to schedule, reschedule, cancel, or confirm existing exam appointments. Test center information (phone number, address, and directions) can also be obtained over the telephone or online.
- If you live in North America, you can contact Prometric at 800-369-5949 Monday through Friday, 8 a.m. to 9 p.m. (U.S. Eastern Time).
- If you live outside of North America, please visit [Prometric's contact website](#) for your region-specific phone number.

When contacting Prometric's Candidate Care Center, they will ask for the program (ASQ), the name of the certification exam you are scheduling, and your ASQE Eligibility ID (e.g., 12345678).

Each exam is offered every other month, either in even or odd-numbered months (with the exception of the CMBB that is offered twice a year). **Your eligibility period extends over three consecutive testing windows starting with the window you selected during the application process.** For example, if your exam is offered in odd-numbered months and you selected January, you'd be able to schedule in January, March, or May testing windows. If you do not schedule your exam appointment with Prometric in one of those three testing windows, you will forfeit your fees. No refund will be issued, and the initial fees cannot be used for other purposes. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again.

After scheduling your exam appointment with Prometric, you will receive an email confirmation of your scheduled certification date, time, and location.

****ASQE cannot guarantee seating at the testing centers and recommends that you schedule the exam as soon as you select a date on which you want to take it. For step-by-step instructions to schedule your exam through Prometric, please view the Pro Proctor [step-by-step scheduling instructions](#).***

Paper-Based Tests (PBT)

Translated exams are offered only via paper-based testing and specific locations internationally. ASQE translates some certifications into Mandarin and Korean. Translated exams are exclusively offered as paper-based tests. Please visit our [exam dates page](#) to view languages offered, certification exam dates, applications deadlines, and to apply for a translated exam.

NOTE: For most paper-based tests, a candidate will **NOT** need to schedule an exam appointment through Prometric. ASQE will email you your seating letter approximately two to three weeks prior to your exam date, which includes the date, time, and location of your paper-based test.

An exception to this process applies for candidates taking paper-based tests in China. Candidates in China **will** receive an eligibility email with instructions on scheduling their paper-based exam with Prometric.

Candidates in China will receive an Admission Letter with the specific test site location and an admission ticket that will be provided via email at least 15 days before the examination date. For more information on paper-based testing in China, please visit our Prometric PBT [information page](#).

Name Change Procedure

If the name in your email confirmation or seating letter does not match your government-issued photo identification, you need to submit a request for a name change. Contact cert@asq.org with your request detailing the following information exactly as it appears on the government-issued identification you bring to the Prometric testing center:

- First name (Given name)
- Middle name
- Last name (Family name/Surname)

Contact ASQE with name change requests as soon as possible, as ASQE cannot guarantee name changes can be processed within five business days of your scheduled exam appointment.

Certification Fees

The following table can be used to determine your ASQE certification fee. With the exception of the Master Black Belt, there is no difference in retake price for ASQ members or nonmembers. To receive the discounted ASQ member rate, you must be a current member of ASQ. Retake fees for ASQE certifications apply to additional attempts to pass the exam. If your eligibility period expires without you passing the exam, you must reapply for the certification.

Certification	Exam Fee	*ASQ Member	
		Exam Fee	Retake Fee
CCT	\$460	\$360	\$260
CFSQA	\$550	\$450	\$350
CMDA	\$550	\$450	\$350
CMQ/OE	\$585	\$485	\$385
CPGP	\$550	\$450	\$350
CQA	\$550	\$450	\$350
CQE	\$550	\$450	\$350
CQI	\$460	\$360	\$260
CQIA	\$434	\$334	\$234
CQPA	\$434	\$334	\$234
CQT	\$460	\$360	\$260
CRE	\$550	\$450	\$350
CSQE	\$550	\$450	\$350
CSQP	\$550	\$450	\$350
CSSBB	\$585	\$485	\$385
CSSGB	\$483	\$383	\$283
CSSYB	\$434	\$334	\$234
CCQM	\$550	\$450	\$350

**Prices are subject to change without notice. [Learn more](#) about why ASQ members are eligible for a discounted price.*

To be eligible for the Master Black Belt exam, a candidate must meet the minimum eligibility requirements and submit a portfolio review. For more information on the portfolio review process, visit the [Master Black Belt webpage](#). The table below lists the prices for the Master Black Belt certification.

Master Black Belt Certification Prices

	Price	ASQ Member Price
Portfolio	\$800	\$700
Exam	\$1599	\$1499
Retake	\$1399	\$1399

**Prices are subject to change without notice.*

Forms of Payment

Payment for ASQE certification exams is due at time of application submission. ASQE certification exam applications will not be reviewed without payment. Online certification applications must be paid for with a credit card (Visa, MasterCard, or American Express). Paper applications can be paid by a check or money order made payable to ASQ, or by credit card (Visa, MasterCard, or American Express). All payments must be in U.S. dollars. If the payment amount submitted is incorrect or a price increase occurs, we will bill you accordingly to charge your credit card the appropriate amount.

Refund, Rescheduling, and Cancellation Policy

Computer-Based Testing (CBT)

- **Refunds:** If your application is not approved, you will obtain a partial refund. The \$130 processing fee is not refundable.
- **Appointment Reschedule/Cancellation:** If you wish to change your exam appointment date or time, you must do so at least five days prior to your appointment using the Reschedule/Cancel option on [Prometric's website](#), or by contacting Prometric's automated voice response system at 1-800-369-5949 (in North America) or Prometric's Regional Registration Center (outside North America); the website is available 24 hours a day, seven days a week. Due to limited seating availability at Prometric Testing Centers, there is a \$130 fee for changing an appointment. No change may be made within five days of your appointment without forfeiting the test fee and needing to reregister and repay the test fee.
- **Requests for Refund:** If you have cancelled your exam appointment with Prometric (or if you have not scheduled your exam appointment) and wish to receive a refund on your exam application fees, you must contact the ASQE Certification Department at cert@asq.org. Requests for a refund must be received at least five days prior to the start of your exam window. Requests received after this date will not be accepted. To apply for a future exam after cancelling and receiving a refund, you must submit a new application and pay full costs.
 - **Note:** Please be aware a \$130 processing fee will not be refunded to candidates who did not schedule an exam appointment with Prometric.
- **Failure to Schedule Exam Appointment:** If you do not schedule your exam appointment by the last day of the exam window you selected during the application process, you will forfeit your fees. You will not receive a refund. You will not be able to use the initial fees for anything else. If you still wish to obtain the certification, you will have to reapply and submit all associated fees again. ASQE cannot guarantee seating at the testing centers and recommends that you schedule the exam as soon as you receive your eligibility notification.
- **Absence:** Failure to notify Prometric or ASQE at least five days before your exam appointment and failure to make a scheduled examination appointment will result in a no-show status. If you reach a no-show status, you will forfeit the exam fee and have to pay the full reexamination fee in order to schedule another examination.

If for any reason the exam is unable to be administered, the candidate will be rescheduled to the next available date without being charged.

Paper-Based Testing (PBT)

- **Refunds:** If your application is not approved, you will obtain a partial refund. The \$130 processing fee is not refundable. Once the exam has been held, or you have taken the exam, no refunds will be granted.
- **Reschedule:** You are allowed only one opportunity to reschedule your initial exam application or retake. The fee to request rescheduling is \$130 and is not refundable. You may reschedule an exam date up to one year after the originally scheduled date. Reschedule requests must be made by phone or email five business days prior to the exam. If you do not take the exam on your rescheduled date, you will forfeit all fees and must reapply. ***Please note:** PBT candidates in China must make reschedule requests at least 45 days prior to the exam.
- **Cancellation:** You must submit your request to cancel your exam to ASQE headquarters. Cancellation requests must be postmarked, telephoned, or emailed to ASQE no later than five business days prior to the exam.

If you have not used your one-time opportunity to reschedule, you will receive a refund minus a \$130 nonrefundable processing charge. ***Please note:** PBT candidates in China must make cancellation requests at least 45 days prior to the exam.

- **Absence:** Notification to reschedule or cancel must be postmarked, telephoned, or emailed to ASQE no later than five business days prior to the exam or you will forfeit all fees and need to reapply. ***Please note:** PBT candidates in China must provide this notification at least 45 days prior to the exam.

CBT and PBT Cancellation by Employer

Certification exams paid for by an employer can be cancelled and refunded at the employer's request. Employers seeking refund/cancellation must send a [completed cancellation request document](#) to cert@asq.org. The employer must request a cancellation and agree to a refund minus a \$130 processing fee. The document must be signed by an authorized member of the employer's staff. Once received, ASQE will review, and if approved, begin the refund process. Please note that no refunds will be issued within five days of an exam appointment.

CBT and PBT Extenuating Circumstances Policy

If you are **unable to adhere** to the ASQE cancellation and/or reschedule policy due to an unforeseen circumstance, and you are forced to miss your scheduled exam/appointment, please contact cert@asq.org no later than 14 days of the missed exam/appointment. You will be asked to provide an explanation along with supporting documentation (e.g., accident report, medical documentation, etc.) if approved by ASQE. These circumstances include:

- Medical emergencies
- Military deployment
- Death in immediate family
- Natural disasters

*****Extenuating circumstances do not include work-related situations*****

If the requirements above are met and ASQE approves your request, you may choose one of the following two options:

1. You will be allowed to reschedule your exam to the window/date of your choice (based on availability) at no charge.
2. ASQE will cancel your exam and refund your exam fee. ASQE is not responsible for any cancellation or reschedule fees incurred through Prometric.

If your extenuating circumstance claim is not approved, no refunds or retakes will be allowed, and you will be required to pay the full examination fee to sit for the exam. Failure to notify ASQE within the specified time periods to reschedule or cancel your exam will result in a no-show status. Candidates who have a no-show status forfeit their exam fee and must pay the full examination fee to schedule a future exam.

Certification Exam Format

Computer-Based Tests (CBT)

ASQE certification exams delivered via CBT consist of 85 to 180 multiple-choice questions with the exception of the CMBB exam. Each multiple-choice question has only one correct answer. Of the total questions presented to candidates, 10-15 are considered **pretest questions**. Pretest questions do not affect your score and are used to collect statistics on questions to be used on future exams. All questions will be in random order. These questions will be presented in addition to the number of questions defined in each unique program's BoK. The pretest questions will cover all areas of the BoK for each program.

Computer-Based Test Exam Time

The time given to candidates for each exam program has been established using the total number of exam questions including the **pretest questions and a short tutorial**. **The clock will start once you are seated at your exam computer and your exam is launched by Prometric staff.** (The exam time does not include the check-in process.)

There are no planned breaks while you are taking the exam at a Prometric Test Center. Candidates are allowed to take a break during the exam; however, the clock on the exam will not be paused. **Remotely proctored examinees** are allowed a maximum of three ten-minute breaks during their session. Examinees are not allowed to leave the camera view without first notifying and being acknowledge by the proctor. Upon return, a full security scan will be conducted prior to resuming the exam. The table below details the breakdown of time allotted for each exam program.

Computer-Based Testing Exam Information

Certification	Scored MC* Questions	Pretest MC* Questions	Total MC* Questions	Exam Appointment Time (Hours)	Exam Time (Hours)
CCT	125	10	135	4hrs.30m	4hrs.18min
CCQM	150	15	165	4hrs.30m	4hrs.18min
CFSQA	135	10	145	4hrs.30m	4hrs.18min
CMDA	135	10	145	4hrs.30m	4hrs.18min
CMQ/OE	165	15	180	4hrs.30m	4hrs.18min
CPGP	150	15	165	4hrs.30m	4hrs.18min
CQA	150	15	165	5hrs.30m	5hrs.18min
CQE	160	15	175	5hrs.30m	5hrs.18min
CQI	100	10	110	4hrs.30m	4hrs.18min
CQIA	100	10	110	3hrs.30m	3hrs.18min
CQPA	100	10	110	4hrs.30m	4hrs.18min
CQT	100	10	110	4hrs.30m	4hrs.18min
CRE	150	15	165	4hrs.30m	4hrs.18min
CSQE	160	15	175	4hrs.30m	4hrs.18min
CSQP	150	15	165	4hrs.30m	4hrs.18min
CSSBB	150	15	165	4hrs.30m	4hrs.18min
CSSGB	100	10	110	4hrs.30m	4hrs.18min
CSSYB	80	10	90	2hrs.30m	2hrs.18min
CMBB**	100	10	110	5hrs.30m	5hrs.18min

*MC = Multiple choice

The **CMBB exam is split into two parts. The first portion consists of a 110-question multiple-choice test and is two hours and 30 minutes long. The second portion is a performance-based assessment that measures comprehension of the CMBB BoK and is three hours long.

Paper-Based Tests (PBT)

ASQE certification exams delivered via PBT consist of 80 to 165 multiple-choice questions with the exception of the CMBB exam. Each multiple-choice question has only one correct answer. Paper-based tests do not have any pretest questions.

Paper-Based Test Exam Time

The time given to candidates for each exam program has been established using the total number of exam questions. There are no planned breaks. Candidates are allowed to take a break during the exam; however, the clock on the exam will not be paused. The table below details the breakdown of time allotted for each exam program.

Paper-Based Testing Exam Information

Certification	Scored MC* Questions	Exam Time (Hours)
CCT	125	4
CCQM	150	4
CFSQA	135	4
CMDA	135	4
CMQ/OE	165	4
CPGP	150	4
CQA	150	5
CQE	160	5
CQI	100	4
CQIA	100	3
CQPA	100	4
CQT	100	4
CRE	150	4
CSQE	160	4
CSQP	150	4
CSSBB	150	4
CSSGB	100	4
CSSYB	80	2
CMBB**	100	5

*MC = Multiple choice

The **CMBB exam is split into two parts. The first portion consists of a 100-question multiple-choice test and is two hours and 30 minutes long. The second portion is a performance-based assessment that measures comprehension of the CMBB BoK, is closed-book, and is two hours and 30 minutes long.

Certification Preparation

Body of Knowledge

Each certification has a Body of Knowledge (BoK) that describes in detail each subject and subtopic related to that certification. This information provides useful guidance for candidates preparing to take the exam. **The subtext is not intended to limit the subject matter or be all inclusive of what might be covered in an exam.** It is intended to clarify the type of content to be included in the exam. The BoK also details the number of questions contained in each subject.

The descriptor in parentheses at the end of each entry refers to the highest cognitive level at which the topic will be tested. A more comprehensive description of cognitive levels will be listed at the end of each BoK. Please visit the [ASQE certification webpage](#) to view the BoK specific to your certification.

References

Each certification exam program has books and materials listed under “references” that are used to create the exam questions on the preparation page for each exam. **There is no one resource.** The subjects you need to know are listed in the BoK. A thorough understanding of the BoK and the subjects it covers are the basic requirements for passing the exam. ASQE offers several certification preparation resources, available on each certification page. The ASQE Certification Council does not endorse any one reference source and is impartial.

On Your Exam Day

Check-in Process- Test Center Administration

(Please see [Live Remote Proctoring Exam FAQs](#) for specific details on the **check-in process for remote exams**.)

Plan to arrive 30 minutes before the scheduled appointment to allow time for check-in procedures. If you are late arriving, you will not be allowed to test and will forfeit your exam fee.

Prometric takes their role of providing a secure test environment seriously. During the check-in process, all of your personal belongings need to be placed in your temporary Prometric locker during your time in the test center. You will be permitted to keep your ID and your locker key with you at all times.

The test center administrator will ask you to raise your pant legs above your ankles, empty and turn your pockets completely inside out, and raise shirt sleeves above your wrists prior to every entry into the test room. Any and all eyeglasses, jewelry, ties, bowties, hair accessories, and other accessories will be inspected to look for camera devices that could be used to capture exam content. Jewelry outside of wedding and engagement rings is prohibited. As a final step in the process, you will be scanned with a metal detector wand prior to entry into the test room.

All exams are monitored by continuous audio and video recording. If you experience any issues while taking an exam, please raise your hand to inform the test center administrator.

Unauthorized personal items may not be brought into the test room. Such items include, but are not limited to:

Outerwear	Hats or headwear (unless worn for religious reasons)	Food
Beverages	Purses	Briefcases
Notebooks	Watches	Cell phones
Electronic devices	Wearable technology	Medication
Wallets	Bags	Jewelry (wedding rings allowed upon inspection)

If you have a medical condition that requires medication, food, beverages, or similar items, you must obtain authorization from ASQE before scheduling your appointment with Prometric. For more information, please view the [Special Accommodations](#) section of this guide on page 12.

Identification

In order to be admitted into the Prometric testing center or for a live, remote proctored exam, you must bring a valid and current (nonexpired) form of government-issued identification (e.g., driver's license or passport). Your name on the ID must match the name on your scheduling notification. If you are testing outside of your country of citizenship, you must present a valid passport. For candidates testing within their country of citizenship, you must present a valid passport, driver's license, national ID, or military ID. Your identification must include:

- English characters/translation
- Your photograph
- Your signature

If your government-issued identification does not display a photograph or a signature, a secondary form of identification may be used, which includes a photograph and/or signature

(whichever is missing from the government-issued identification), and your name printed on the identification. All identification must be current (nonexpired).

Your identification documents must be in good condition and cannot be bent, frayed, taped, cracked, or otherwise damaged in any way. The identification documents must be the originals and cannot be photocopies. You will not be permitted to test if the name on your identification documents does not exactly match the name on your scheduling notification, or if your identification is damaged. Neither ASQE nor Prometric will make any exceptions to this policy.

If you do not provide the appropriate and/or matching identification, you will not be permitted to test. If you still wish to take the exam, you will be required to apply for re-exam and pay the re-exam fee to take the exam at a later date, when valid identification is available.

The following are acceptable forms of government-issued identification:

- Valid driver's license
- Valid military ID
- Valid passport
- Valid national identification card

The following are acceptable forms of secondary identification:

- Valid employee ID
- Valid credit card with signature
- Valid bank (ATM) card

The following are NOT acceptable forms of identification:

- Social Security cards
- Library cards

For candidates testing in China, acceptable forms of identification include:

- National or Military ID (no signature required)
- Passport

Reference Materials

All ASQE exams are open-book.

All reference materials (e.g., including all forms of notes) must be bound and remain bound during the exam. Bound refers to material permanently bound by stitching or glue and material fastened securely in its cover by fasteners, which penetrate all papers (e.g., ring binders, spiral binders, plastic snap binders, brads, or screw posts). Manually or hand-stapled documents that are not securely fastened in their covers are not allowed. Electronic copies of handbooks or references are not allowed. The size of workspace area at Prometric test centers is limited. The approximate desk dimensions are 48in in length and 24in in width.

Before you enter the exam room, the test center administrator will inspect all references. "Post-it® notes" will be permitted as book tabs only (must be attached prior to entering the test center). The following items are strictly prohibited in the exam area: hand-stapled materials, blank writing tablets or tablets containing blank pages, unbound tablets, unbound notes, slide charts, and/or wheel charts (hand-held cardboard or plastic calculating devices with rotating or sliding pieces).

Absolutely no collections of questions and answers or weekly refresher-course quizzes are permitted. Reference sources that contain such copies are not allowed unless the questions are removed or obscured. Examinees are responsible for abiding by applicable copyright laws.

Calculators

All computer-based exams feature a basic scientific calculator on-screen in the exam. Test center administrators can provide you with a basic calculator upon request.

With the introduction of tablets and palmtop computers and the increasing sophistication of scientific calculators, ASQE has become increasingly aware of the need to limit the types of calculators permitted for use during the exams. Any silent, hand-held, battery-operated calculator without an alphabetic keyboard will be permitted; however, all programmable memory must be cleared before entering the exam room.

Calculators such as the Texas Instruments TI-89 or similar are absolutely NOT allowed because they contain alphabetic keyboards. The exam is written so a simple calculator will be sufficient to perform all calculations. Examinees are allowed to have a backup calculator if necessary.

Pencil and Scratch Paper

Certain certification exams may include mathematical calculations. At test centers, Prometric will provide each candidate with a pencil and scratch paper to use during the exam. For remotely proctored exams, effective July 1st, 2022, candidates are prohibited from using blank scratch paper and physical writing objects such as a pen or pencil. Instead, the [Scratchpad function](#) in the exam application can be used.

Inclement Weather

If any candidate is unable to arrive to the designated exam site or testing center because of inclement weather, natural disasters, and unforeseen emergencies beyond control of the candidate, the candidate will be allowed to reschedule the exam without being charged. If you are registered for a paper-based test, the proctor in conjunction with the ASQE certification exam coordinator will notify you of all applicable changes. If you are registered for a computer-based test, Prometric staff will contact you for your exam reschedule. For a list of Prometric testing center closures [click here](#).

If for any reason the exam is unable to be administered, the candidate will be rescheduled to the next available date without being charged.

Test Incidences and Irregularities

Any problems, suspected instances of cheating, alleged inappropriate exam administration or candidate behavior, environmental testing conditions severe enough to cause disruption of the process, or other irregularities related to test administrations should be addressed to the onsite Proctor/test center administrator. All such matters will be reported, investigated, and subject to further action based on ASQE policies and procedures.

Technology Failure/Lost Exams

ASQE, in conjunction with its partners, takes all available precautions to ensure appropriate and secure availability of online and handling of completed tests. In the rare and extreme case in which the candidate experiences a technology issue or the test becomes lost or unreadable, candidates will be required to undergo retesting without being charged an exam fee. ASQE will not be responsible for candidate travel-associated expenses for future testing.

***Please note: If taking your exam via live remote proctoring from your personal computer, failure to launch or complete your exam due to internet connectivity issues on your end will result in a reschedule fee to reattempt the exam. We recommend using a wired internet connection during your exam if possible.**

Exam Results

ASQE recognizes that prompt notification of exam results is important. We make every effort to provide results as soon as possible. Your exam results are confidential. We will not give results over the phone. We do not give information about certification to third parties except at the written request of the person who took the exam.

Each examination program uses fixed forms consisting of dichotomously scored multiple-choice questions that adhere to the respective Body of Knowledge (BoK). The number of questions associated with each knowledge domain is indicated in the BoK. Outcome is determined by the total raw score on the exam form. Passing points are adapted between published forms using pre-equating.

Computer-Based Tests

You will be presented with your test results at the Prometric testing center on your screen as well as a follow-up email with your test results (from Prometric), with the exception of the CMBB and any exams piloting a new BoK. In approximately seven days, you will receive your official ASQE results email notification as well as a short survey about your exam experience.

ASQE emails exam results for CMBB, pilot exams, and exams with updated BoK within four weeks.

Paper-Based Tests

Your exam proctor will mail your completed paper-exam documents back to ASQE to be graded. In approximately two weeks, you will receive your official ASQE exam results email as well as a short survey about your exam experience.

ASQE emails exam results for the CMBB, pilot exams, and exams with updated BoK within four weeks.

I passed my exam...

If you pass your exam, you will receive an email from ASQE confirming your passing result. You will receive a separate email with a link to claim your digital credentials (high-quality, printable certificate and unique digital badge) through the Accredible platform. For more information regarding digital credentials, please see our [Digital Badge FAQ page](#).

Any candidate who passed will not receive the number of questions they got correct but will be notified that they have achieved the passing exam score of 550. ASQE certification exams are not designed to "rank compare" the relative performance of successful candidates. Rather, the exams are designed specifically to differentiate between **competent and not-competent test takers**. If we were to report the scale scores to successful candidates, we would be violating a specific area of the assessment standards called "Test Use" – i.e., it would be a misuse of the ASQE exams if someone who scored a 580 claimed to be "more competent" than someone who scored a 560 or a 570. The ASQE exams would require a different basic design (and would serve a very different purpose) for that kind of statement to be valid.

I did not pass my exam...

If you did not pass the exam, you can review a detailed analysis of your exam results by logging into your ASQE account after receiving your official ASQE results email notification. A detailed analysis breaks down the number of correct and incorrect answers in each subtopic of the BoK related to your certification exam. You may retake the exam at the retake rate. See Certification Fees for specific retake fees (page 15 of handbook). There is no limit to the number of times you may retake an exam. You will, however, be charged a retake fee each time.

You must retake the exam within two years of your last attempt. If you do not retake within this period, you will have to submit a new application with full certification fees. You may **NOT** retake your exam within the same window that you took your initial exam.

Are My Exam Results Final?

ASQE certification exam development relies heavily on the efforts of ASQE certified members. During the course of a year, approximately 300 subject-matter experts (SMEs) are involved in some phase of exam development. The ASQE Certification Council, which is composed of volunteer SMEs, has oversight responsibility for the exams, and its top priority is to ensure the integrity of the exam development process. For more information regarding the exam development process, please contact cert@asq.org.

Statistical analysis is conducted on a regular basis to identify exam items that do not perform as well as expected. Once identified, these items are reviewed by the appropriate members of the certification Council as well as the ASQE certification test development staff. If a question is determined to be unfair or inaccurate, all examinees will be given credit for that question on the exam. Any changes to exam results will be determined and communicated to candidates no later than 30 days from the close of the testing window.

Online Verification Registry

Once you pass your exam, your first name, last name, city, state, and credential status will appear in our [Certification Registry](#) on the ASQE website. You will have the ability to opt out of inclusion on the credential registry by logging into your ASQE account and editing your account preference options. Customers located in Europe will be opted out by default due to GDPR law and will need to opt in to be included on the registry

Appeal Policy

Appeal Submission

Any applicant, candidate, or certified person can appeal any decision made by ASQE Certification related to their desired certification status. In order to be considered, a completed [Appeal Form](#) with supporting evidence must be submitted to cert@asq.org within 30 days of the Certification decision occurrence and include (1) Name, (2) Customer ID (if applicable), (3) Email address, (4) Telephone number (if applicable), and (5) details regarding a specific Certification decision and any related evidence. Examples of decisions that could be appealed include but are not limited to:

- **Exam Eligibility Declined**
 - An applicant who is deemed ineligible to take an exam may submit an appeal for eligibility reconsideration. The applicant must provide rationale and evidence supporting their eligibility.
- **Recertification Application Declined**
 - An applicant who is denied recertification may submit an appeal for reconsideration. The applicant must provide evidence and documentation supporting their claim for recertification.
- **Unsuccessful Exam Outcome**
 - If a candidate has a substantiated reason to believe their exam was scored incorrectly due to a technical error or if there is an inaccuracy within exam content, they can submit an appeal of their exam outcome. Certification staff will review and investigate the claim in the appeal. Under no circumstances will ASQE provide candidates with detailed item information or a copy of their exam attempt/responses.

Review of Appeal

ASQE will not overturn an unsuccessful exam outcome and award a pass outcome (1) on the basis of experience, training, performance, (2) due to technical or environmental issues experienced during an exam attempt, (3) due to disagreement regarding the format or length of an exam, or (4) for any other reason except achieving a passing score on the respective ASQE Certification exam.

Upon receipt of the appeal, a certification staff member will acknowledge within five business days to the submitter (via email) that the appeal was received. For an appeal to be processed, the appeal must cite a specific certification decision and be submitted within 30 days of the decision's occurrence. At any time after receiving the notice of the appeal and before deciding the appeal, ASQE may request that the appellant provide additional information. Notification of the resulting appeal decision shall be provided within 30 days via email. The resulting appeal decision is final.

Complaint Policy

Complaints

A complaint is a formal request of dissatisfaction other than appeal, by any person or organization regarding an ASQE's certification staff, services, procedures, policies or any other certification-related activity.

Individuals with concerns are encouraged to discuss these with the individuals involved or the ASQE certification staff to try and resolve the matter informally. If a resolution is not possible, individuals may wish to file a formal complaint.

Complaint Submission

In order for a formal complaint to be considered, the formal complaint must be submitted within 30 calendar days of the incident's occurrence. Details of the complaint shall be kept confidential throughout the resolution process. A formal complaint submission shall include:

- Name
- Customer ID (if applicable)
- Email address
- Telephone contact number(s) (if available)
- Submitter Signature
- Reason for Submission

Please [complete the complaint form](#) with the following information listed above and submit by email to: cert@asq.org.

Complaint Review

Upon receipt of the complaint, a certification staff member will acknowledge within five business days to the submitter (via email) that the formal complaint was received.

A complaint shall be reviewed by the Certification Director to determine if it can be addressed by the Certification staff and whether ASQE is responsible for the complaint. If it is determined that ASQE is responsible, the Certification Director may gather and verify any necessary information if applicable and/or assign to a certification staff member to resolve.

Any complaint about a certificant shall be provided by ASQE to the certificant about whom the complaint was made.

A response including a formal resolve shall be communicated to the submitter within a period of no longer than 30 days. If resolution will take longer, ASQE certification staff will provide progress updates.

Recertification

Maintaining your ASQE certification is crucial to your professional growth. It demonstrates your continuing commitment to quality initiatives and methodologies, provides you with enhanced career opportunities, and, in some cases, could be a requirement from your current employer. ASQE makes it easy for you to manage your recertification activities and ensure your certification stays current, thus giving you a competitive edge in the employment marketplace.

To maintain the integrity of your certification, ASQE requires that you recertify every three years—either by journal or by exam. If you do not recertify, your certification will lapse and ASQ will no longer recognize you as “certified.”

Two Ways to Recertify

- **Recertification journal:** Obtain a minimum of 18 recertification units during your three-year certification period. Document them in your recertification journal by clicking on the following link: <https://asq.org/cert/recertification> and logging into your ASQE account online.
- **Exam:** Sit for the exam by clicking on the following link: <https://asq.org/cert/recertification> and logging into your ASQE account online to apply (required if your certification expired and is past the 60-day grace period).

Do I Need to Recertify?

ASQE requires that you recertify the following certifications every three years to ensure you maintain the same level of knowledge demonstrated in your first exam.

- Calibration Technician (CCT)
- Certified Construction Quality Manager (CCQM)
- Food Safety and Quality Auditor (CFSQA)
- Medical Device Auditor (CMDA)
- Manager of Quality/Organizational Excellence (CMQ/OE)
- Master Black Belt (CMBB)
- Pharmaceutical GMP Professional (CPGP)
- Quality Auditor (CQA)
- Quality Engineer (CQE)
- Reliability Engineer (CRE)
- Software Quality Engineer (CSQE)
- Six Sigma Black Belt (CSSBB)
- Supplier Quality Professional (CSQP)
- ASQ/DON Lean Six Sigma Black Belt

The Quality Inspector (CQI), Quality Improvement Associate (CQIA), Quality Process Analyst (CQPA), Quality Technician (CQT), Six Sigma Green Belt (CSSGB), and Six Sigma Yellow Belt (CSSYB) are lifetime certifications. They have no recertification requirements.

Recertification by journal with RU credits is a simple process of obtaining a minimum of 18 recertification units (RUs) within your three-year certification period. You may accumulate the 18 RU credits from professional activities that either *increase* your knowledge of the Body of Knowledge or are job enhancing. All activities can start before you initially obtain your ASQE certification and must be completed within your three-year recertification period to qualify.

Recertification by Journal Fees*

Recertification	Fee	*ASQ Member Fee
One certification	\$160	\$120
Two or more certifications (Synchronization)	\$160 each	\$140 total

Recertification by Exam Fees

Certification	Recertify by Exam Fee	*Recertify by Exam ASQ Member Fee
CCT	\$460	\$360
CCQM	\$550	\$450
CFSQA	\$550	\$450
CMDA	\$550	\$450
CMQ/OE	\$585	\$485
CPGP	\$550	\$450
CQA	\$550	\$450
CQE	\$550	\$450
CRE	\$550	\$450
CSQE	\$550	\$450
CSQP	\$550	\$450
CSSBB	\$585	\$485
CMBB	\$1399	\$1399

*ASQ Members are eligible for discounted fees. [Learn more](#)

All payments must be in U.S. dollars. If the payment amount submitted is incorrect or a price increase occurs, we will bill you accordingly to charge your credit card the appropriate amount.

Synchronizing My Certifications

If you hold multiple ASQE certifications, you can "synchronize" them and renew them all at once by submitting a single recertification journal instead of separately renewing different certifications with different recertification dates.

To synchronize two or more certifications, all you need to include is documentation for the 18 RUs required to recertify the one certification that is currently due. You are not required to provide additional evidence for any of the other certifications you are trying to synchronize. If the certification that is currently due is approved; we will adjust all your other certifications to recertify at the same time as the certification currently due. For future recertification, you only need to provide a total of 18 RUs for all synchronized certifications.

For more information or to download the recertification journal, please visit the [ASQE Recertification webpage](#).

Retire your Certification

If you are an ASQE certified professional who has retired from full-time, active employment and have reached age 62, you may request a “retired” status to be designated on your certification wallet card(s) and other certification records.

You may apply for retired status up to one year before or after your certification(s) expiration date.

Benefits of retiring your certification(s):

- You are not required to collect and submit the 18 RU credits or recertify by exam to retire your certification.
- Your certification will be left in “good standing.”
- Your certification will not lapse and be deleted from your records (in case you need to reinstate it).
- To reinstate your certification, you are not required to submit 18 RU credits or recertify by exam.

The reinstatement period cannot exceed three years post-retirement. After three years, candidates will need to retake the initial examination in order to become actively certified again.

The cost to retire your certification is the following:

- Retirement Fee: \$60
- ASQ Members: \$40

For more information, please visit [ASQ.org/cert/retirement](https://www.asq.org/cert/retirement)