

# WHY BECOME A CERTIFIED QUALITY PROCESS ANALYST?

**As a Certified Quality Process Analyst (CQPA)** you will, in support of and under the direction of quality engineers or supervisors, analyze and solve quality problems and be involved in quality improvement projects. A CQPA certification is designed for recent graduates or someone with work experience who wants to enhance his or her knowledge of quality tools and processes.

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## What Are the Core Competencies of a CQPA?

- Full understanding of the purpose of quality planning and cost of quality categories. CQPAs learn methods essential for document control and can recognize the difference between standards, requirements, and specifications. CQPAs learn the purpose of auditing and team roles and can identify basic types of training tools and methods used to verify their effectiveness.
- Enhanced application and interpretation of continuous improvement models such as plan-do-check-act (PDCA), lean, Six Sigma, basic quality management tools, and underlying principles and terminology associated with lean processes.
- Understand basic descriptive statistics, including the appropriate use of test statistics, and distinguish between various sampling characteristics and methods of a measurement system. CQPAs learn the purpose and appropriate applications of various types of control charts, including their construction and interpretation.
- Recognize the relationships and roles of internal/external customers and suppliers, including their impact on products and services, and types of metrics used to assess supplier performance. CQPAs learn to identify and recognize customer satisfaction data gathering and analysis tools.

## What Is the Value to Your Company?

The CQPA improves organizational effectiveness by leading process improvements; this increases efficiencies, quality, and timeliness and fosters a culture of continuous improvement within an organization.

- CQPAs apply practical skills and utilize advanced knowledge and skills in the areas of process control development and error proofing, process improvement/maturation, performance metrics, statistical analysis, quality process design review, and root cause analysis.
- CQPAs increase organizational exposure because they are skilled in utilizing failure mode and effects analysis (FMEA) to reduce process risk, improve process quality, and increase customer satisfaction.
- CQPAs offer value to organizations with gains in improved performance, quality-trained employees, a flexible work force, and increased morale.

## What Is the Value to You?

- Improved skill set qualifies you for more flexible positions within modern business environments and gives you skills that can be applied to any industry.
- CQPAs with three to five years of experience make an average salary of \$68k per year; compared to those without certification who make approximately \$59k (national average).\*

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\*Please see the current Quality Progress Salary Survey at: [asq.org/qualityprogress/](http://asq.org/qualityprogress/).



## Qualifications and Requirements for CQPA Certification

Candidates must have two years of on-the-job experience in one or more of the areas of the CQPA Body of Knowledge.

### Work Experience/Education

Candidates must have two years of work experience, an associate's degree, or two years of equivalent higher education. Work experience must relate to one or more areas of the CQPA Body of Knowledge.

## Recertification Required?

No, the CQPA is a lifetime certification.

## Certified Quality Process Analyst Learning Resources and Certification Preparation

- CQPA Training (on-site and online learning)
- CQPA Certification Preparation Question Bank (online)
- *The Certified Quality Process Analyst Handbook, Second Edition*
- Customer-Supplier Division—an ASQ professional network

## How to Enroll for Certification

Visit [asq.org/cert](http://asq.org/cert)

# MARKETPLACE INFORMATION

### COMMON JOB FUNCTIONS

Inspector
Process Coordinator
Process Improvement Specialist
Project Manager
Quality Auditor
Quality Chemist
Quality Engineer
Quality Manager
Quality Process Analyst
Statistician
Technician

### COMMON INDUSTRIES

Consulting/Auditing
Energy
Financial
Government
Healthcare
Laboratory
Manufacturing
Medical Devices
Pharmaceutical
Service
Telecommunications

## Key Market Trends

- Certified Quality Process Analysts are always in demand because businesses constantly need to trim their budgets while delivering a satisfactory product on time. Job prospects are best for those with both certification and related work experience.
- Experts have estimated that cost of poor quality (COPQ) typically amounts to 5-30 percent of gross sales for manufacturing and service companies. Independent studies reveal that COPQ is costing companies millions of dollars each year and its reduction can transform marginally successful companies into profitable ones.