



2014 ASQ Training Catalog

A Career Development Resource

Visit asq.org/catalog2014.



What's New?

Check Sheet

Use check sheets to solve problems. As one of the seven major quality tools used for troubleshooting problems, check sheets are assets to attaining solutions.

Member Price: \$19
List Price: \$25
CEUs and RUs: 0.0

Fishbone Diagram

This course teaches you how to use a fishbone diagram as a problem-solving tool. You can organize and classify your organizational challenges into an analytical and actionable system.

Member Price: \$19
List Price: \$25
CEUs: 0.0

UPDATED

Certified Manager of Quality/Organizational Excellence Certification Preparation

Become the quality expert for your organization. The Certified Manager of Quality/Organizational Excellence (CMQ/OE) is a professional who is ready to make the right quality-related decisions at any level of the organization. This is a certification exam preparation course.

Member Price: \$1,295
List Price: \$1,595
CEUs: 1.9

ASQ Training

A Trusted Choice for Career Development

The marketplace is competitive and quickly evolving. Technology and innovation are revolutionizing the economic landscape. Now more than ever, it's essential for you to remain professionally relevant.

Unfortunately, it's hard to find career development opportunities that help you tangibly improve your skill set. Many seminars and courses fail to deliver truly applicable information. So how are you supposed to achieve your goals? Take advantage of the secret weapon other professionals trust for career advancement: ASQ training. Don't take our word for it. Listen to the professionals who have taken ASQ courses:

- *"It takes the 'fear factor' out of complex concepts."*
- *"I am prepped and equipped for the challenges I face on a day-to-day basis."*
- *"Definitely worth it."*
- *"A stepping stone for my career."*
- *"Now I have useful tools that can be applied to almost anything."*
- *"Allowed me to become a more significant contributor at my company."*

ASQ courses are created by professional developers, vetted by third-party industry leaders, and taught by experts with significant professional and teaching experience. We also offer a diverse set of training formats to fit the needs of your schedule and learning style.

Don't miss out on the career development training that is the trusted choice of professionals. Browse this catalog for an overview of our course options, or find out more at asq.org/catalog2014.

Quality Basics and Tools

When you are looking for knowledge, training, and information about quality management, ASQ wrote the book—literally.

04

ISO/Auditing

With ASQ's auditing training, you learn the best practices for ensuring your systems are up to standards.

09

Lean/Six Sigma

ASQ provides all levels of Six Sigma training. Our program's first-time students have saved their organizations more than \$280 million.

13

Social Responsibility

Striving for social responsibility helps individuals, organizations, and governments have a positive impact on development, business, and society with a positive contribution to bottom-line results.

16

Certification Preparation

You can prepare for your exam with training that is specific to your certification's requirements.

21

Software/Engineering

Stay up to date on industry best practices and make sure your projects achieve the highest quality standards.

28

Medical Device

The importance of quality in the medical community is undeniable. These courses ensure medical device safety.

29

Supplier Quality

These courses provide the resources to manage your business relationships.

30

Most courses are available as on-site training.

“My experience with ASQ training has been outstanding. These courses have taken the ‘fear factor’ out of complex concepts. They’ve functioned as a stepping stone for my career, and allowed me to become a more significant contributor at my company.”

SYMBOL KEY

C Classroom (Instructor-led)

V Virtual (Online, Instructor-led)

S Web-based (Self-paced)

B Blended



The Global Voice of Quality™



Quality Basics and Tools

When you are looking for knowledge, training, and information about quality management, ASQ wrote the book—literally. More than 65 years ago ASQ was created around the three principles of quality management: control, assurance, and improvement. These make up the foundation of all of our books, training, and bodies of knowledge. If you need to achieve maximum customer satisfaction at the lowest overall cost, focus on delivering a quality product or service by improving your processes, or set up a world-class quality management system, you have come to the right place.

ASQ's Quality 101 S C

Quality tools enable you to accomplish change and manage improvement across your organization. You will learn how concepts like the seven basic quality tools can improve processes and increase your organization's operational efficiency.

CEUs: 1.5

Self-paced Member Price: \$329

Self-paced List Price: \$389

CEUs: 1.6

Classroom Member Price: \$1,295

Classroom List Price: \$1,495

Basic Sales Skills for Consultants V

Learn from a variety of activities that help you develop a basic sales approach for your consulting career. You'll spend time creating a personal skills development plan and learning best practices specific to selling consulting services.

CEUs: 0.7

Member Price: \$495

List Price: \$595

Charting Process Behavior (SPC) S

This course provides an introduction to basic concepts for charting process behavior using statistical process control (SPC) charts.

CEUs: 1.2

Member Price: \$360

List Price: \$400

Check Sheet NEW S

Use check sheets to solve problems. As one of the seven major quality tools used for troubleshooting problems, check sheets are assets to attaining solutions.

CEUs 0.0

Member Price: \$12.95

List Price: \$14.95

Conducting Meaningful and Effective Corrective Action C

This course provides a clear understanding of the nature and purpose of corrective action. It involves researching the cause of a problem, developing a plan, deploying the plan, and ensuring that the plan works. It is a methodology for addressing problems throughout an organization and for realizing improvement.

CEUs: 0.8

Member Price: \$595

List Price: \$695

Corrective and Preventive Action V C

Having an in-depth understanding of how to define and assess a problem is a common barrier for many organizations. It's also critical to know when to initiate the methods and approaches to conducting corrective and preventive action. This course is designed to provide you with proven quality principles to ensure problems are contained and prevented.

CEUs: 0.7

Virtual Member Price: \$795

Virtual List Price: \$895

Classroom Member Price: \$795

Classroom List Price: \$895

Consultant's Boot Camp V

Understand the skills and talents required to be a successful consultant. This course, taught by a seasoned consultant, helps you accelerate your learning curve. You'll learn five key issues every consultant must understand, and share insights online with course attendees.

CEUs: 0.2

Member Price: \$169

List Price: \$219

GSA pricing is available for those who qualify.

Continual Improvement Assessment (CIA) S

This course is designed to teach audit methods to determine if improvement actions are adding value, and how to audit process performance for improved efficiency. It also covers assessment techniques for generating new improvement ideas to support Six Sigma, lean, TQM, ISO 9001, and other continual improvement programs. It focuses on tactics to monitor improvement programs to ensure value-added results are achieved and sustained.

CEUs: 0.8
Member Price: \$169
List Price: \$189

Cost of Quality: Finance for Continuous Improvement C

The cost of quality is the price of the wasted resources your company suffers when it is not operating at top efficiency. Sometimes the amount of unnecessary expenses can cost as much as 25 percent of your sales. Learn to use cost of quality concepts to manage business improvement and maximize the bottom line.

CEUs: 1.3
Member Price: \$1,095
List Price: \$1,295

Cost of Quality (COQ) Implementation V C

How does quality management relate to financial management? This course will teach you how to calculate the cost of quality within your organization. You will also develop strategies to manage improvement projects for your company.

CEUs: 0.7
Member Price: \$695
List Price: \$795

Defining and Achieving ROI of Quality in Service V

Achieve strategic goals and results through best practices. In this course, you'll use a system to define quality initiatives based on the five key areas that senior leaders care about the most. Leverage these five areas to demonstrate the clear value of quality systems to organizational leaders.

CEUs: 0.4
Member Price: \$269
List Price: \$369

Effective Communication Skills for Consultants V

This course helps you develop and leverage the communication skills you need to succeed. Strong communication skills are more important than ever in this world of rapidly changing business and customer demands. You need to communicate the value of quality initiatives to your clients and prospective clients, but how do you go about improving these skills? We'll explain these concepts, and give you exercises to practice them. Self-assessments help you determine what you need to do to improve. You'll develop your own personalized improvement plan that applies the principles learned.

CEUs: 0.7
Member Price: \$595
List Price: \$695

Failure Mode and Effects Analysis S

In this course, employees will learn how to reduce risk, improve product and process quality, and increase customer satisfaction through failure mode and effects analysis (FMEA).

CEUs: 3.2
Member Price: \$895
List Price: \$995

// After taking an ASQ training course, I now have a better understanding of important concepts I had only glossed over previously. Now that I see these concepts in a new light, I am prepared and equipped for the challenges I face on a day-to-day basis. //

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Failure Mode and Effects Analysis (FMEA) C

Reduce your company's risk of costly mistakes. FMEA allows you to identify potential modes of failure before launching a new product or modifying an existing one. You'll also learn how to choose and manage teams to effectively carry out these processes.

CEUs: 1.6
Member Price: \$1,395
List Price: \$1,595

Failure Mode and Effects Analysis: Design V

You will gain a working knowledge of the FMEA process as it is applied to products, processes, or systems. Referencing ISO 9001 and TS 16949 standards, this course teaches you the basics of FMEA, a critical step in the development or modification of products, processes, or systems.

CEUs: 0.7
Member Price: \$595
List Price: \$695

Failure Mode and Effects Analysis: Process V

This one-day lecture/workshop is a hands-on demonstration of a Process FMEA. It teaches the value of developing and maintaining the Process FMEA.

CEUs: 0.7
Member Price: \$595
List Price: \$695

Fishbone Diagram NEW S

This course teaches you how to use a fishbone diagram as a problem-solving tool. It allows you to organize and classify your organizational challenges into an analytical and actionable system.

CEUs: 0.0
Member Price: \$12.95
List Price: \$14.95

Guide to Process Improvement and Change C

This course is designed to provide students with the topics, direction, mentoring, and case studies necessary to realize the advantages of process improvement.

CEUs: 2.4
Member Price: \$1,095
List Price: \$1,395

Improvement Tools and Techniques: Charts, Controls, Diagrams, Improvement Methods, Sampling, and Problem Solving S

The course is designed to provide quality practitioners, managers, professionals, auditors, and improvement team members an understanding of basic quality tools and techniques. It may be used for professional development or as a refresher.

CEUs: 0.8
Member Price: \$159
List Price: \$179

Introduction to Measurement and Calibration S

This course is intended for anyone using or calibrating measurement instruments or calibration coordinators, or for those responsible for maintaining quality. A thorough knowledge of measurement science is key to maintaining ISO quality standards. This course ensures that calibration terminology and practices are understood throughout the organization, especially by people responsible for the contracting of calibration services. This course covers the basics to more advanced topics.

CEUs: 0.0
Member Price: \$219
List Price: \$239

Introduction to Quality Engineering C

This course teaches quality engineering concepts and tools. You'll learn essential information about quality systems, auditing, product and process control and design, quality methods and tools, applied statistics, SPC, and design of experiments.

CEUs: 3.4
Member Price: \$1,895
List Price: \$2,095

Introduction to Quality Management C

This course is designed to provide participants with the quality management principles, techniques, tools, and skills for on-the-job applications useful in a wide range of businesses and organizations, including service, manufacturing, government, education, and healthcare.

CEUs: 3.4
Member Price: \$1,895
List Price: \$2,095

Measuring Process and Organizational Performance C V

Want to improve the performance of your company? This course provides you with the metrics and tools to help you analyze and measure your processes. A balance of lecture, discussion, practice, and case studies allows you to gain insights into your own situation.

CEUs: 1.3
Classroom Member Price: \$1,195
Classroom List Price: \$1,395
Virtual Member Price: \$895
Virtual List Price: \$995

Mistake Proofing S

Mistake proofing is a powerful problem-solving technique that provides fast, accurate, and effective solutions for most manufacturing-related problems. Its analysis methods can be used for all processes, whether they are technical or transactional. You will have 182 days to access this course.

CEUs: 1.6
Member Price: \$389
List Price: \$429

Practical Measurement Uncertainty – Calibration C

This course will help professionals in **calibration** laboratories identify a practical approach to measurement uncertainty applications. You will also learn about the steps required and recognized practices demonstrated by accredited laboratories.

CEUs: 1.9
Member Price: \$975
List Price: \$1,100

Practical Measurement Uncertainty – Testing C

This course will help professionals in **testing** laboratories identify a practical approach to measurement uncertainty applications. You will also learn about the steps required and recognized practices demonstrated by accredited laboratories.

CEUs: 1.9
Member Price: \$975
List Price: \$1,100

Quality Fundamentals for Service V

Build basic quality awareness and competency in your service organization. This essential course sets a foundation on which you can build more advanced quality methods and tools. Increase your knowledge and understanding of how to use quality practices and principles in service operations.

CEUs: 0.4
Member Price: \$269
List Price: \$369

Quality Tools S

This program is intended for team members or individuals who need to identify and analyze challenges within their organization.

CEUs: 0.5
Member Price: \$279
List Price: \$299

// Measuring Process and Organizational Performance was the best seminar I have ever taken—in person or online. I look forward to taking more ASQ courses! //

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Root Cause Analysis C

Don't put a bandage on a problem; fix the issue permanently. Root cause is the fundamental, underlying reason for a problem. This course allows you to identify the cause of a problem, solve it, and prevent it from recurring. This saves your organization time, money, and resources.

CEUs: 2.0
Member Price: 1,395
List Price: \$1,595

Root Cause Analysis: Solve Problems by Eliminating Causes S

Don't put a bandage on a problem; fix the issue permanently. Root cause is the fundamental, underlying reason for a problem. This course allows you to identify the cause of a problem, solve it, and prevent it from recurring. This saves your organization time, money, and resources.

CEUs: 1.2
Member Price: \$269
List Price: \$299

Service Excellence Through Quality Practices V

Establish a culture of continuous improvement in your service organization. Learn and apply improvement tools and quality management system elements and strategies that have been successfully applied to a service environment.

CEUs: 0.7
Member Price: \$595
List Price: \$695

Service Quality Measurement S

The Service Quality Measurement training is a road map to help you achieve your organization's service goals. In this course you analyze your own organization's service so you receive the practical tools you need and a plan for implementation.

CEUs: 0.3
Member Price: \$199
List Price: \$249

SPC Implementation C

This course provides hands-on practice with SPC tools including process capability indexes, normal probability distributions, and control charts for variables and attributes.

CEUs: 1.8
Member Price: \$1,395
List Price: \$1,595

Statistical Thinking: An Introduction S

Statistics consists of information, exercises, and knowledge quizzes geared toward more advanced problem solving. This course will provide a review and introduction of basic statistical methods. You will have 180 days to access this course.

CEUs: 0.6
Member Price: \$329
List Price: \$359

Systematic Problem Solving for Sustained Improvement With Quality Tools C

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

CEUs: 1.3
Member Price: \$995
List Price: \$1,195

The Case for Quality: Taking It to Management V C

This course teaches you to effectively communicate the tools and benefits of quality to upper-level management. You will understand the major areas of interest for top managers so you can effectively sell your ideas and proposed projects, and enhance your career growth opportunities.

CEUs: 0.7
Virtual Member Price: \$495
Virtual List Price: \$595
Classroom Member Price: \$795
Classroom List Price: \$895



ISO/Auditing

With ASQ's audit training, you learn the best practices for ensuring your systems are up to standards. Learn to prepare for and conduct ISO audits, or get trained as an internal or lead auditor so you can assess compliance based on your company's standards.

Understanding and Implementing AS9100C C

Want to make your organization more cost effective? This course will help transition your organization to the AS9100 quality management system. This hands-on course will help you develop a project plan for your organization and a communication plan to explain it to managers and executives.

CEUs: 1.6
Member Price: \$995
List Price: \$1,095

AS9100:2009 Lead Auditor Training (Rev. C) (RABQSA Certified) C



Learn how to conduct audits in the aerospace industry. This course teaches you to understand the elements that comprise a quality system and assess compliance with AS9100 and ISO 9001.

CEUs: 4.4
Member Price: \$1,695
List Price: \$1,895

Internal Auditor Training for AS9100C C

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

CEUs: 2.5
Member Price: \$995
List Price: \$1,095

Auditing (CQA) Fundamentals I S

This course is designed to provide an understanding of the ASQ Quality Auditor 2004 Body of Knowledge for preparing, performing, reporting, and following up audit results. This course is intended for those interested in learning auditing process fundamentals and as a review for those preparing to take the ASQ Certified Quality Auditor (CQA) exam.

CEUs: 0.8
Member Price: \$159
List Price: \$179

Auditing (CQA) Fundamentals II S

The course contains auditing fundamental conventions, auditor conduct requirements, auditor competencies (skill and knowledge needs), audit program management, and business applications.

CEUs: 0.9
Member Price: \$159
List Price: \$179

Auditing (CQA) Fundamentals III S

This course provides quality practitioners, managers, professionals, auditors, and improvement team members with an understanding of basic quality tools and techniques.

CEUs: 0.8
Member Price: \$159
List Price: \$179

“ I was skeptical and didn't believe this training would be worth my time. It was definitely worth it. Now I have useful tools that can be applied to almost anything. ”

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Auditing for Improvement C

Auditing can immediately improve your business operations. Learn to evaluate and enhance your management systems so you can improve quality, safety, environment, and security within your organization. Leave the course with an audit report to use on your job.

CEUs: 1.4
Member Price: \$1,295
List Price: \$1,495

Internal Auditing S

This course explores all facets of modern quality auditing by looking at the steps in the audit cycle.

CEUs: 2.4
Member Price: \$695
List Price: \$795

Internal Auditing Basics S

This program is intended for new auditors interested in a basic knowledge of how to conduct an internal audit.

CEUs: 0.9
Member Price: \$159
List Price: \$179

Process Auditing Techniques S

This course is focused on methods and techniques to conduct successful quality, safety, and environmental process audits for assessment and verification purposes.

CEUs: 0.7
Member Price: \$159
List Price: \$179

Internal Auditing to ISO/IEC 17025 C

This course prepares an internal auditor to clearly understand technical issues relating to an audit. You'll learn how to more effectively collect audit evidence and report your findings.

CEUs: 2.0
Member Price: \$850
List Price: \$950

ISO 17025 Compliance S

This course is designed to instruct and evaluate the user on basic concepts of uncertainty management. You will be able to understand and describe the terminology, concepts, and procedures relating to ISO compliance and uncertainty management including tolerances, specifications, accuracy, uncertainty ratios, guardbanding, and changes to and adjustment of inspection decision rules.

CEUs: 0.0
Member Price: \$219
List Price: \$239

ISO/IEC 17025 Lead Assessor Training C

Take this class to hone your skills, understand the rigors of the ISO/IEC 17025:2005 standard, and help consultants transition clients from other ISO standards to the requirements of ISO/IEC 17025.

CEUs: 3.7
Member Price: \$1,395
List Price: \$1,595

ISO 13485:2003 Lead Auditor Training (RABQSA Certified)



B

This ISO 13485 Certified Lead Auditor course makes extensive use of activities and case studies to help you fully understand the requirements of conducting effective audits to the ISO 13485:2003 standard.

CEUs: 3.9
Member Price: \$1,295
List Price: \$1,395

ISO 13485 Lead Auditor Training (RABQSA Certified)



C

Understand the elements that constitute a quality system and the audit evidence necessary to comply with ISO 13485 requirements. This course includes hands-on workshops that allow you to replicate the working environment of the medical device industry.

CEUs: 4.4
Member Price: \$1,695
List Price: \$1,895

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

V

This course shows you how to implement an ISO 13485 quality management system. You'll examine internal auditing procedures and learn how to draft a process-based documentation. This includes an overview of process validation, risk management, proper internal audits, and CAPA.

CEUs: 0.7
Member Price: \$695
List Price: \$895

ISO 13485:2003 Internal Auditor Training (RABQSA Certified)



C

Learn to develop and implement an internal quality system that meets the requirements of ISO 9001:2008 and ISO 13485. This course will help you prepare for an audit and effectively manage your resources. You'll understand how to close out an audit and conduct follow-up surveillances.

CEUs: 2.5
Member Price: \$1,195
List Price: \$1,295

ISO 14001:2004 Lead Auditor Training (RABQSA Certified)



B

In this course you will learn about the ISO 14001:2004 registration process, requirements for auditor certification, what the roles and responsibilities of audit participants are, and how to evaluate management system documentation.

CEUs: 3.6
Member Price: \$1,195
List Price: \$1,295

ISO 14001 Lead Auditor Training (RABQSA Certified)



C

Understand the requirements of ISO 14001:2004 so you can conduct a successful audit. ASQ provides hands-on learning experience to prepare you for real-life auditing situations. You'll learn to manage the audit process and complete reporting.

CEUs: 3.6
Member Price: \$1,495
List Price: \$1,595

ISO/TS 16949:2009 Lead Auditor Training (RABQSA Certified)



B

This course will teach you the requirements of the ISO/TS 16949 standard and how to interpret them. You will learn how to apply these quality management systems requirements to your specific situation, how to analyze audit findings, and how to determine conformances and nonconformances against the requirements and more.

CEUs: 3.6
Member Price: \$1,295
List Price: \$1,395

Implementing and Auditing an ISO 9001:2008 Quality Management System

V

This course, designed for ISO program managers, is a complete summary of the ISO 9001:2008 standard. Topics include designing a process for implementing ISO, identifying business processes and quality metrics, and creating level I policy documents and level II procedures. You will use case studies to audit an ISO program and practice the stage 1 and stage 2 registration processes.

CEUs: 2.1
Member Price: \$1,595
List Price: \$1,895

Meeting FSSC 22000 Requirements Using ISO 22000

V

Manage food safety throughout the food chain by developing and implementing a food safety quality management system compliant with FSSC 22000.

CEUs: 1.3

Member Price: \$695

List Price: \$795

ISO 22000:2005 Internal Auditor

V

This ISO 22000:2005 Internal Auditor course focuses on teaching students an effective approach for auditing food safety management systems. The primary objective of this training course is to instruct food safety auditors in the principles and practices specific to auditing for conformance with ISO 22000, including planning and preparation of the audit, audit practices, and reporting audit findings. Students are expertly guided through internal audits that are required for a management system based on ISO 22000.

CEUs: 0.0

Member Price: \$1,095

List Price: \$1,195

ISO 22000:2005 Lead Auditor Training (RABQSA-Certified Examinations)



C

This rigorous course makes extensive use of activities and case studies to help you fully understand the requirements of auditing to the ISO 22000:2005 standard.

CEUs: 3.6

Member Price: \$1,995

List Price: \$2,095

ISO 9001:2008 Internal Auditor Training (RABQSA Certified)



C

This classroom course allows you to use your newly acquired skills in real-life audit situations. You'll apply the proper interpretation of the ISO 9001:2008 standard in actual internal audit situations.

CEUs: 2.3

Member Price: \$1,295

List Price: \$1,395

ISO 9001:2008 Lead Auditor Training (RABQSA Certified)



C

Understand the requirements of ISO 9001:2008 so you can conduct a successful audit. ASQ provides hands-on learning experience to prepare you for real-life auditing situations.

CEUs: 3.6

Member Price: \$1,695

List Price: \$1,895

ISO 9001:2008 Lead Auditor Training (RABQSA Certified)—Blended



B

Understand how to analyze audit results and interpret ISO 9001:2008. This course will teach you how to manage the audit process, including opening meetings, auditing, closing meetings, and reporting.

CEUs: 3.6

Member Price: \$1,295

List Price: \$1,395

ISO 9001:2008 Requirements From A to Z

S

This course is designed for auditors, supervisors, and managers who want to learn about ISO 9001 requirements, interpret the ISO 9001 standard, and apply ISO 9001 to their work situation.

CEUs: 1.8

Member Price: \$329

List Price: \$369

16-Hour ISO 9001:2008 Lead Auditor Training (RABQSA Certified)



C

This course prepares you to apply proper interpretation of the ISO standard to real-life audit situations. You'll manage the audit process including opening meetings, auditing, closing meetings, and reporting.

CEUs: 1.9

Member Price: \$1,195

List Price: \$1,295

Implementing and Auditing an ISO 9001:2008 Quality System

C

This course, designed for ISO program managers, is a complete summary of the ISO 9001:2008 standard. Topics include designing a process for implementing ISO, identifying business processes and quality metrics, and creating level I policy documents and level II procedures.

CEUs: 2.1

Member Price: \$1,595

List Price: \$1,895

Lean/Six Sigma

Six Sigma reduces costs and increases productivity. That's why 82 percent of Fortune 100 companies use this proven methodology. ASQ provides all levels of Six Sigma training. Our program's first-time students have saved their organizations more than \$200 million. Lean allows you to reduce waste and increase production. The training is different from Six Sigma because it focuses on developing immediate short-term results, whereas Six Sigma is a long-term program.

5S

S

Optimize productivity in your work environment. This course teaches you the 5S pillars that will allow you to organize, clean, develop, and sustain a productive workplace.

CEUs: 0.0

Member Price: \$49

List Price: \$59

Applying Lean to Pharmaceutical Manufacturing

V

Lean works. It helps you reduce waste, shorten cycle time, and increase profits. These concepts are the same with some small modifications specific to pharmaceuticals.

CEUs: 0.7

Member Price: \$795

List Price: \$895

Black Belt/Quality Engineering Statistics

C

Get an overview of the statistical tools required for success as a quality engineer today. Prepare for Six Sigma Black Belt training, the ASQ Certified Six Sigma Black Belt (CSSBB) exam, or the ASQ Certified Quality Engineer (CQE) exam.

CEUs: 3.2

Member Price: \$1,795

List Price: \$1,995

Changeover Reduction

S

Changeover reduction is a fundamental technique used in lean manufacturing to reduce waste. This course explains how changeover reduction enables lean waste reduction and provides a step-by-step guide to implement a successful program in your organization.

CEUs: 0.0

Member Price: \$79

List Price: \$99

Current State Value Stream Mapping

S

This valuable course breaks down the process of value stream mapping and shows you how to recognize the purpose of a value stream map, create one yourself, and discover how to use and establish the metrics.

CEUs: 0.0

Member Price: \$79

List Price: \$99

“ Black Belt/Engineering

Statistics was great and my instructor did an excellent job of explaining the content. After taking this course, I feel my knowledge and application of statistics has vastly improved. ”

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Eight Wastes

S

Identify waste in both manufacturing and office environments. This course shows you how to save money and gain a competitive advantage by limiting unnecessary waste.

CEUs: 0.0

Member Price: \$39

List Price: \$49

Error Proofing

S

Learn to prevent errors and detect mistakes when they occur. This course helps you “error proof” your operations. You’ll improve quality and reduce failures and omissions.

CEUs: 0.0

Member Price: \$29

List Price: \$39

Flow and Pull Systems

S

Learn how to optimize your business for your customer’s needs by utilizing a “pull system.” This enables an effective flow of information and materials, and can be used in a manufacturing or office environment.

CEUs: 0.0

Member Price: \$59

List Price: \$69

Future State Value Stream Mapping

S

Use a lean value stream to complete a process with the shortest lead time at the highest quality and lowest cost possible. The future state value stream mapping course is the next step after a current state value stream map.

CEUs: 0.0

Member Price: \$79

List Price: \$99

Introduction to Lean Principles

S

Learn how to implement lean principles into your organization. This course helps you to practically apply techniques that cut waste and improve process efficiency. You’ll discuss how lean roles can be integrated into your organizational structure to reduce errors, inventory, and production lead time.

CEUs: 0.0

Member Price: \$79

List Price: \$99

Kaizen Event

S

Achieve rapid results for your team with kaizen events. This course explains how kaizen events can produce enormous business benefits and accelerate the execution of larger initiatives.

CEUs: 0.0

Member Price: \$49

List Price: \$59

Leading Lean Teams in Healthcare

B

Learn to lead lean improvement teams to create a safer environment for your patients. Using an actual project from your organization, you will learn to reduce medical errors and decrease potentially harmful delays in patient care.

CEUs: 3.0

Member Price: \$2,195

List Price: \$2,395

Lean Enterprise

C

Lean is a tool that helps cut costs and reduces cycle time. In this course, you’ll develop a plan to implement lean across your organization. Employees at every level of a company can apply these strategies to improve workplace performance.

CEUs: 1.4

Member Price: \$1,295

List Price: \$1,395

Lean for Healthcare S

This Web-based course concentrates on the key distinction between lean and other performance improvement techniques—how it views waste and the value stream that delivers products and services.

CEUs: 2.0
Member Price: \$1,295
List Price: \$1,395

Lean for Service C V

Want to reduce waste and streamline operations? This course provides you with tools to survive the demand for higher quality, faster production time, and lower prices. You'll understand how to apply lean to the special challenges of the service industry.

CEUs: 1.2
Classroom Member Price: \$995
Classroom List Price: \$1,095
Virtual Member Price: \$895
Virtual List Price: \$995

Lean Kaizen: A Simplified Approach to Process Improvement C V

Lean Kaizen is a proven approach to quickly implement positive change. Lean eliminates waste while kaizen focuses on continuous improvement. Together, Lean Kaizen teaches you to maximize your organization's operational efficiencies.

CEUs: 0.6
Classroom Member Price: \$795
Classroom List Price: \$895
Virtual Member Price: \$595
Virtual List Price: \$695

Lean Six Sigma Black Belt S C B

This course teaches you to implement Six Sigma Black Belt principles integrated with lean for maximum cost reductions. Beginning with the first session, each student brings a management-approved project to work on during the training. Industry-specific versions of this course are available.

CEUs: 14.0
Self-paced Member Price: \$2,790
Self-paced List Price: \$3,100

CEUs: 13.4
Classroom Member Price: \$9,995
Classroom List Price: \$10,995

CEUs: 17.0
Blended Member Price: \$5,995
Blended List Price: \$6,795

Lean Six Sigma Green Belt S C B

Lean is integrated in this course while it teaches you to implement a wide variety of improvement techniques. You will learn to define improvement projects to satisfy the customer and reduce variability. Industry-specific versions of this course are available.

CEUs: 8.5
Self-paced Member Price: \$1,895
Self-paced List Price: \$2,095

CEUs: 6.4
Classroom Member Price: \$3,995
Classroom List Price: \$4,495

CEUs: 11.5
Blended Member Price: \$3,495
Blended List Price: \$3,895

// Lean Six Sigma

Green Belt was informative, interesting, and immediately applicable. //

SYMBOL KEY

C Classroom
(Instructor-led)

V Virtual (Online,
Instructor-led)

S Web-based
(Self-paced)

B Blended



Lean Six Sigma Yellow Belt S

Designed for a wide audience, this course provides a broad understanding of the continuous improvement methodology and basic tools of Six Sigma improvement processes.

CEUs: 2.7
Member Price: \$675
List Price: \$750

Standard Work S

This course helps you prevent quality problems requiring inspection and rework. It defines standard work from a lean perspective and shows you how to implement the concepts to improve both office and manufacturing processes.

CEUs: 0.0
Member Price: \$29
List Price: \$39

Total Productive Maintenance S

Total productive maintenance helps workers efficiently care for the equipment and machines they use. This can greatly reduce costs, including money and space tied up with spare parts inventory.

CEUs: 0.0
Member Price: \$39
List Price: \$49

Visual Management S

This course helps you create a visual workplace, which allows someone unfamiliar with a process to identify errors and discern whether or not something is missing. You'll receive examples and learn the three characteristics of visual management.

CEUs: 0.0
Member Price: \$29
List Price: \$39

Workplace Design and Layout S

Create a well-designed workplace that eliminates waste and optimizes material, people, and information flow. The course describes how lean workplace design differs from traditional approaches, explains business benefits, and shows how it can be implemented in office and manufacturing environments.

CEUs: 0.0
Member Price: \$29
List Price: \$39

Social Responsibility

Social Responsibility and ISO 26000:2010 S

This course shows you how to implement social responsibility practices. It will help you integrate social responsibility principles into your business systems.

CEUs: 1.7
Member Price: \$399
List Price: \$435

Sustainable Development Through Quality Management S

This course provides the key principles of an effective management system. It also explains a new approach focused on management for sustainability to help develop performance over the long term.

CEUs: .85
Member Price: \$199
List Price: \$225

Virtual (Online, Instructor-led) Training Schedule

Quality Basics & Tools

- Consultant's Boot Camp: February 11, June 3, September 16, December 9
- Corrective and Preventive Action: April 8 – 9, October 14 – 15, December 10 – 11
- Cost of Quality (COQ) Implementation: February 4, May 29, September 11
- Defining and Achieving the ROI of Quality in Service: May 28, October 23
- Developing High-Performance Supplier and Partner Relationships: April 10 – 11, September 17 – 18
- Effective Communication Skills for Consultants: May 29
- Failure Modes and Effects Analysis – Design: June 11, December 4
- Failure Modes and Effects Analysis – Process: June 10, December 3
- Integrated Quality Management: April 2 – 3, September 3 – 4
- Measuring Process and Organizational Performance: March 12 – 13, September 23 – 24
- Quality Fundamental for Service: January 7, July 31
- Service Excellence Through Quality Practices: March 18 – 19, November 5 – 6
- The Case for Quality: Taking it to Management: February 11, November 4

ISO/Auditing

- ISO 13485:2003 Incorporating Key Requirements as a Quality Management System: January 22, July 17
- ISO 22000:2005 Food Safety Management System Requirements: May 21
- ISO 22000:2005 Internal Auditor (three-day course): January 21 – 22 and January 28, March 4 – 6
- Meeting FSSC 22000 Requirements Using ISO 22000: February 5 – 6

Medical Device

- Medical Device Export/Import: July 22 – 23
- Process Validation for Medical Device: January 23, June 19, September 9, December 16
- Risk Management for Medical Device: March 20, October 7
- Supplier Management for the Medical Device Industry: February 12 – 13, August 13 – 14

Lean

- Applying Lean to Pharmaceutical Manufacturing: June 17
- Lean for Service: June 24 – 25
- Lean Kaizen: A Simplified Approach to Process Improvement: May 21

Blended Training Schedule

- ISO 9001:2008 Lead Auditor Training (RABQSA Certified)
Available course start dates begin on March 7, June 6, August 22, and December 5
- ISO 14001:2004 Lead Auditor Training (RABQSA Certified)
Available course start dates begin on March 7, June 6, August 22, and December 5
- ISO 13485:2003 Lead Auditor Training (RABQSA Certified)
Available course start dates begin on March 7, June 6, August 22, and December 5

- ISO/TS 16949:2009 Lead Auditor Training (RABQSA Certified)
Available course start dates begin on March 7, June 6, August 22, and December 5
 - Lean Six Sigma Black Belt*
Course begins January 9, 2014
 - Lean Six Sigma Green Belt*
Course begins February 6, 2014
- *Industry-specific versions available

Courses are always being added to the schedule. Check the Learning Institute frequently.

Course Title	Feb.		March	Apr.	May		June	July	Aug.	Sept.	Oct.	Nov.	Dec.
	Las Vegas, NV	Phoenix, AZ	La Jolla, CA	Pittsburgh, PA	Milwaukee, WI	Dallas, TX	Cincinnati, OH	Milwaukee, WI	Minneapolis, MN	New Orleans, LA	Dallas, TX	Phoenix, AZ	St. Petersburg, FL
Quality Basics and Tools													
ASQ's Quality 101					5/22 - 5/23			7/14 - 7/15			10/16 - 10/17		
Business Process Management Workshop		2/26											
Corrective and Preventive Action								7/16					
Cost of Quality: Finance for Continuous Improvement						5/3 - 5/4				9/15 - 9/16			12/8 - 12/9
Cost of Quality Implementation								7/16					
Customer Supplier Partnerships - An Introduction							6/2 - 6/3						
Failure Mode and Effects Analysis (FMEA)	2/17 - 2/18										10/13 - 10/14		
Guide to Process Improvement and Change			3/17 - 3/20										12/8 - 12/11
Integrated Quality Management								7/14 - 7/15					
Introduction to Quality Engineering			3/17 - 3/21				6/2 - 6/6		8/11 - 8/15			11/17 - 11/21	
Introduction to Quality Management				4/7 - 4/11			6/2 - 6/6		8/11 - 8/15		10/13 - 10/17		
Measuring Process and Organizational Performance				4/10 - 4/11					8/11 - 8/12			11/17 - 11/18	
Root Cause Analysis				4/7 - 4/9					8/13 - 8/15			11/19 - 11/21	
SPC Implementation	2/19 - 2/21						6/4 - 6/6				10/15 - 10/17		
Systematic Problem Solving for Sustained Imp. with Quality Tools	2/20 - 2/21					5/3 - 5/4						11/17 - 11/18	
The Case for Quality: Taking it to Management								7/16					
ISO/Auditing													
Auditing for Improvement			3/20 - 3/21		5/19 - 5/20			7/14 - 7/15					12/10 - 12/11
16-Hour ISO 9001:2008 Lead Auditor Training (RABQSA Certified)	2/17 - 2/18			4/7 - 4/8			6/2 - 6/3			9/15 - 9/16			12/8 - 12/9
ISO 9001:2008 Internal Auditor Training (RABQSA Certified)				4/9 - 4/11						10/13 - 10/15			12/10 - 12/12
ISO 9001:2008 Lead Auditor Training (RABQSA Certified)			3/17 - 3/21				6/2 - 6/6			9/15 - 9/19			12/8 - 12/12
Implementing and Auditing an ISO 9001:2008 Quality Management System				4/7 - 4/9					8/13 - 8/15				
ISO 14000 Lead Auditor Training (RABQSA Certified)	2/17 - 2/21												
AS9100:2009 Lead Auditor Training (Rev. C) (RABQSA Certified)			3/17 - 3/21				6/2 - 6/6		8/11 - 8/15			11/17 - 11/21	
Internal Auditor Training for AS9100C					5/19 - 5/21						10/13 - 10/15		
ISO 13485:2003 Internal Auditor Training (RABQSA Certified)			3/17 - 3/19		5/19 - 5/21						10/13 - 10/15		

Course Title	Feb.		March	Apr.	May		June	July	Aug.	Sept.	Oct.	Nov.	Dec.
	Las Vegas, NV	Phoenix, AZ	La Jolla, CA	Pittsburgh, PA	Milwaukee, WI	Dallas, TX	Cincinnati, OH	Milwaukee, WI	Minneapolis, MN	New Orleans, LA	Dallas, TX	Phoenix, AZ	St. Petersburg, FL
ISO/Auditing													
ISO 13485 Lead Auditor Training (RABQSA Certified)			3/17 - 3/21				6/2 - 6/6			9/15 - 9/19		11/17 - 11/21	
Introduction to ISO/IEC 17025							6/2 - 6/6				10/13 - 10/17		
ISO/IEC 17025 Lead Assessor Training			3/17 - 3/21						8/11 - 8/15			11/17 - 11/21	
Internal Auditing to ISO/IEC 17025				4/7 - 4/9						9/15 - 9/17			12/8 - 12/10
ISO/IEC 17020 and Audit Preparation Workshop for Forensic Police Agencies					5/19 - 5/20								
ISO 22000:2005 Lead Auditor Training (RABQSA Certified Examinations)							6/2 - 6/6						
Practical Measurement Uncertainty - Testing				4/9 - 4/11						9/17 - 9/19			12/10 - 12/12
Practical Measurement Uncertainty - Calibration				4/9 - 4/11						9/17 - 9/19			12/10 - 12/12
Lean/Six Sigma													
Black Belt/Quality Engineering Statistics	2/17 - 2/21								8/11 - 8/15				12/8 - 12/12
Creating and Sustaining a Lean Culture in Health Care		2/26											
Lean Enterprise						5/2 - 5/3		7/14 - 7/15		9/17 - 9/18			
Lean for Service		2/22 - 2/23			5/22 - 5/23						10/16 - 10/17		
Lean Kaizen: A Simplified Approach to Process Improvement						5/4		7/16		9/19			
Lean Leadership Skills Workshop		2/26 - 2/27											
Lean Six Sigma Green Belt Training	Starts 2/10 in Orlando, FL												
Lean Six Sigma Black Belt Training	Starts 2/10 in Orlando, FL												
ASQ Certification Preparation													
Certified Biomedical Auditor Certification Preparation	2/18 - 2/20									9/15 - 9/17			
Certified Manager of Quality/Organizational Excellence Certification Preparation	2/17 - 2/19					5/1 - 5/3				9/17 - 9/19			
Certified Quality Auditor Certification Preparation					5/21 - 5/23	4/30 - 5/2						11/19 - 11/21	
Certified Quality Engineer Certification Preparation				4/7 - 4/11	5/19 - 5/23						10/13 - 10/17	11/17 - 11/21	
Lean Bronze Certification Review Program		2/21 - 2/22											
Software Quality Engineer Certification Preparation					5/19 - 5/23							11/17 - 11/21	
Software/Engineering													
Reliability Engineering	2/17 - 2/21								8/11 - 8/15				12/8 - 12/12
Software Quality Engineering			3/17 - 3/21						8/11 - 8/15				
Supplier Quality													
Supplier Auditing												11/19	



ASQ QUALITY INSTITUTE: THE FUNDAMENTALS

July 14 – 16, 2014 in Milwaukee, WI

ASQ Quality Institute: The Fundamentals is a collection of introductory quality courses being held in Milwaukee, WI, from July 14 – 16, 2014. The Quality Institute features several training courses normally unavailable in the classroom setting. This provides a rare opportunity to gain fundamental quality knowledge to enhance your career opportunities. July is the most popular time of year for Milwaukee tourism. So, it's an ideal time for your business trip to double as a vacation. In this case, there's nothing wrong with "mixing business and pleasure."

OFFER: Register for any TWO of these Milwaukee courses before June 20, 2014 and **save \$75**. You can register by calling **800-248-1946** and using promo code **JMKEJ83**.

BONUS OFFER: Register for a course before June 20, 2014, and **get a \$25 Starbucks gift card**. The gift card will be provided to you on your first day of class.

COURSES

- ASQ's Quality 101 • July 14 – 15
- Auditing for Improvement • July 14 – 15
- Integrated Quality Management • July 14 – 15
- Lean Enterprise • July 14 – 15
- The Case for Quality: Taking It to Management • July 16
- Corrective and Preventive Action • July 16
- Cost of Quality Implementation • July 16
- Lean Kaizen: A Simplified Approach to Process Improvement • July 16

Visit asq.org/mke to register or get more information.



The Global Voice of Quality™



Certification Preparation

If you hold a worldwide recognized ASQ certification, you're instantly recognized as an expert in your field. Studies show that professionals who are ASQ certified earn higher salaries than their noncertified counterparts. Don't confuse certification with certificates of training. ASQ certification is an authentic professional certification that requires individuals to demonstrate competency by passing an exam. If you want to take your career to the next level, certification may be your solution.

If you want help preparing for your exam, the certification preparation courses below are an excellent resource. You'll learn the key concepts for your exam, receive practice questions, and focus on areas of improvement.

“High marks for ASQ classroom training. The instructor was patient, honest, and seemed to care about each student's success. Every member of the class engaged.”

Certified Quality Auditor (CQA)

Certified Quality Auditor Certification Preparation C S

This course is intended for experienced auditors. It will make you thoroughly familiar with the complete body of knowledge so you're prepared for all material on the Certified Quality Auditor (CQA) exam. Taught by a subject matter expert in an interactive setting, it includes a sample test. **Recently updated with more practice questions.**

CEUs: 1.9
Classroom Member Price: \$1,095
Classroom List Price: \$1,395

CEUs: 3.3
Self-Paced Member Price: \$695
Self-Paced List Price: \$795

Certified Quality Auditor Question Bank S

Ensure you are ready for the Certified Quality Auditor (CQA) exam with these practice questions. Questions are developed based on the CQA Body of Knowledge and come right from the bank of exam questions. There is no better preparation for the exam than these questions.

CEUs: 0.0
Member Price: \$99
List Price: \$109

Certified Biomedical Auditor (CBA)

Certified Biomedical Auditor Certification Preparation C

Thinking about or planning to take the Certified Biomedical Auditor (CBA) exam? Need a review and preparation course? Don't miss the CBA exam prep course. This three-day course was developed by the ASQ Biomedical Division in cooperation with more than a dozen industry experts.

CEUs: 2.4
Member Price: \$1,195
List Price: \$1,395

Certified Biomedical Auditor Question Bank S

Based on ASQ's Body of Knowledge, this Web-based certification preparation program of practice questions will help you prepare for ASQ's Certified Biomedical Auditor (CBA) exam by identifying your strengths and weaknesses so you know where further study is needed.

CEUs: 0.0
Member Price: \$99
List Price: \$109

SYMBOL KEY

- C Classroom (Instructor-led)
- V Virtual (Online, Instructor-led)
- S Web-based (Self-paced)
- B Blended



Certified Calibration Technician (CCT)

Certified Calibration Technician Certification Preparation C S

This course is designed to better prepare a technician for the Certified Calibration Technician (CCT) exam. It is a computer-based training module and includes content, terminology, concepts, graphics, formulas, real-world examples, and hundreds of practice test questions from subject matter experts throughout the calibration industry.

CEUs: 1.8

Classroom Member Price: \$1,249

Classroom List Price: \$1,395

CEUs: 0.0

Self-paced Member Price: \$299

Self-paced List Price: \$339

Certified Calibration Technician Question Bank S

Based on the Certified Calibration Technician (CCT) Body of Knowledge (BoK), this Web-based certification preparation program of practice questions helps you prepare for ASQ's CCT exam. The program provides a random set of practice questions for all of the topic areas in the CCT BoK.

CEUs: 0.0

Member Price: \$99

List Price: \$109

HACCP Auditor (CHA)

Certified HACCP Auditor Question Bank S

Based on ASQ's Body of Knowledge, this new Web-based certification preparation program of practice questions will help you prepare for ASQ's Certified HACCP Auditor (CHA) exam by identifying your strengths and weaknesses so you know where further study is needed.

CEUs: 0.0

Member Price: \$99

List Price: \$109

Certified Manager of Quality/Organizational Excellence (CMQ/OE)

Certified Manager of Quality/Organizational Excellence Certification Preparation C S

Become the quality expert for your organization. The Certified Manager of Quality/Organizational Excellence (CMQ/OE) is a professional who is ready to make the right quality-related decisions at any level of the organization. This is a certification exam preparation course. **Recently updated with more practice questions.**

CEUs: 1.9

Classroom Member Price: \$1,295

Classroom List Price: \$1,595

CEUs: 4.0

Self-Paced Member Price: \$695

Self-Paced List Price: \$795

Certified Manager of Quality/Organizational Excellence Question Bank S

The Certified Manager of Quality/Organizational Excellence (CMQ/OE) Question Bank is perfect for anyone interested in pursuing the ASQ CMQ/OE certification.

CEUs: 0.0

Member Price: \$99

List Price: \$109

Certified Pharmaceutical GMP Professional (CPGP)

Certified Pharmaceutical GMP Compliance Professional Question Bank S

Based on the Certified Pharmaceutical GMP Compliance Professional (CPGP) Body of Knowledge, this Web-based certification preparation program of practice questions helps you prepare for ASQ's CPGP exam.

CEUs: 0.0

Member Price: \$99

List Price: \$109

// My colleagues

recommended this training.

They were right; it's a great

way to prepare for my

certification exam. //

SYMBOL KEY

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Certified Quality Engineer (CQE)

Certified Quality Engineer Certification Preparation C S

This course is intended for students who plan on taking the Certified Quality Engineer (CQE) exam. It helps prepare you by focusing on the most difficult topics on the exam.

CEUs: 3.1

Classroom Member Price: \$1,595

Classroom List Price: \$1,895

CEUs: 6.5

Self-paced List Price: \$795

Self-paced Member Price: \$695

Certified Quality Engineer Question Bank S

This program is intended for auditors, senior quality experts, engineers, supervisors, team leaders, and quality professionals. This question bank can help you succeed during your ASQ Certified Quality Engineer (CQE) certification.

CEUs: 0.0

Member Price: \$99

List Price: \$109

Certified Quality Improvement Associate (CQIA)

Certified Quality Improvement Associate Question Bank S

Based on the Certified Quality Improvement Associate (CQIA) Body of Knowledge, this Web-based certification preparation program of practice questions helps you prepare for ASQ's CQIA exam.

CEUs: 0.0

Member Price: \$99

List Price: \$109

Certified Quality Inspector (CQI)

Certified Quality Inspector Certification Preparation S

This new Web-based course will help you prepare for ASQ's Certified Quality Inspector (CQI) exam. It is developed from and follows the sequence of ASQ's Body of Knowledge for the CQI exam. **Recently updated with more practice questions.**

CEUs: 2.0

Member Price: \$399

List Price: \$449

Certified Quality Inspector Question Bank S

Based on the Certified Quality Inspector (CQI) Body of Knowledge, this Web-based certification preparation program of practice questions helps you prepare for the multiple-choice portion of the ASQ CQI exam.

CEUs: 0.0

Member Price: \$99

List Price: \$109

Certified Quality Process Analyst (CQPA)

Certified Quality Process Analyst Certification Preparation _____ **S**

This online preparation course allows you to study at your own convenience. You'll understand the content covered by the four main domains in the Certified Quality Process Analyst (CQPA) Body of Knowledge and become familiar with practice questions similar to the questions that will appear on the ASQ CQPA exam.

CEUs: 2.0
Member Price: \$399
List Price: \$449

Certified Quality Process Analyst Question Bank _____ **S**

Based on ASQ's Body of Knowledge, this new Web-based certification preparation program of practice questions will help you prepare for ASQ's Certified Quality Process Analyst (CQPA) exam by identifying your strengths and weaknesses so you know where further study is needed.

CEUs: 0.0
Member Price: \$99
List Price: \$109

Certified Quality Technician (CQT)

Certified Quality Technician Certification Preparation _____ **S**

This self-paced course aims refreshing the participant's knowledge in preparation for ASQ's Certified Quality Technician (CQT) exam. It is developed from and follows the sequence of ASQ's Body of Knowledge for the CQT exam. **Recently updated with more practice questions.**

CEUs: 3.8
Member Price: \$399
List Price: \$449

Certified Quality Technician Question Bank _____ **S**

Use the results to identify your strengths and weaknesses so you know where to concentrate your studies.

CEUs: 0.0
Member Price: \$99
List Price: \$109

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Instructor-led)

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(Self-paced)

B Blended

Certified Reliability Engineer (CRE)

Certified Reliability Engineering Certification Preparation S

This self-paced course covers the material you'll see on the Certified Reliability Engineer (CRE) exam, including the seven domains of the CRE Body of Knowledge. You'll receive test questions to help you adequately prepare for your exam from the comfort of your home or office.

CEUs: 3.3
Member Price: \$695
List Price: \$795

Certified Reliability Engineering Question Bank S

This course provides practice questions for all the topic areas in the Certified Reliability Engineer (CRE) Body of Knowledge.

CEUs: 0.0
Member Price: \$99
List Price: \$109

Certified Six Sigma Black Belt (CSSBB)

Certified Six Sigma Black Belt Certification Preparation S

This self-paced course helps you understand the nine main domains of the Certified Six Sigma Black Belt (CSSBB) Body of Knowledge. You will review material that appears on the CSSBB exam.

CEUs: 5.5
Member Price: \$1,395
List Price: \$1,495

Certified Six Sigma Black Belt Question Bank S

This program provides practice questions for all the topic areas in the Certified Six Sigma Black Belt (CSSBB) Body of Knowledge.

CEUs: 0.0
Member Price: \$99
List Price: \$109

Certified Six Sigma Green Belt (CSSGB)

Certified Six Sigma Green Belt Certification Preparation S

Prepare for ASQ's Certified Six Sigma Green Belt (CSSGB) exam and gain a better understanding of Six Sigma at the Green Belt level.

CEUs: 3.0
Member Price: \$595
List Price: \$695

Certified Six Sigma Green Belt Question Bank S

Increase the effectiveness of your study for ASQ's Certified Six Sigma Green Belt (CSSGB) exam through access to hundreds of practice questions developed and based on the CSSGB Body of Knowledge. Use these questions to identify your strengths and weaknesses, so you know where to concentrate your studies.

CEUs: 0.0
Member Price: \$99
List Price: \$109



Certified Software Quality Engineer (CSQE)

Software Quality Engineering Certification Preparation **C**

This five-day course is designed to be an overview of ASQ's Certified Software Quality Engineer (CSQE) Body of Knowledge, and act as a refresher for people taking the CSQE exam. It provides an excellent knowledge base and practical skills for anyone interested in implementing or improving software quality engineering practices in their organization.

CEUs: 3.6

Member Price: \$1,895

List Price: \$2,195

Certified Software Quality Engineering Question Bank **S**

Based on the Certified Software Quality Engineer (CSQE) Body of Knowledge (BoK), this Web-based certification preparation program of practice questions helps you prepare for ASQ's CSQE exam.

This course provides a random set of practice questions for all of the topic areas in the CSQE BoK. There are enough questions for you to take at least three completely unique exams. And you can take a different random practice exam as many times as you want during the 365-day access period.

CEUs: 0.0

Member Price: \$99

List Price: \$109

Lean Certification (SME/AME/Shingo Prize/ASQ Partnership)

Lean Online Review Program **S**

This program is a collection of courses that prepare you for the Lean Certification exam. Each course includes interactive exercises to help you retain information. You will also take tests before and after each course, in the format of the certification exam, so that you're trained to take the test.

CEUs: 0.0

Member Price: \$695

List Price: \$995

Lean Bronze Level Certification Question Bank **S**

This self-paced course prepares you for the Lean Bronze Certification (SME/AME/Shingo Prize/ASQ Partnership) exam.

It focuses on the subjects that are most important to study, and the topics presented on the exam. The course provides an ample amount of practice questions, which serve as the equivalent of three full tests.

CEUs: 0.0

Member Price: \$99

List Price: \$109

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B Blended



Lean Certification (SME/AME/Shingo Prize/ASQ Partnership)

Lean Bronze Certification Review Program C

The Lean Bronze Certification Review Program is an opportunity to incorporate a solid foundation of training and validation of knowledge and experience for your lean journey.

This focused two-day, instructor-led review session prepares candidates for the Bronze-level Lean Certification (SME/AME/Shingo Prize/ASQ Partnership) exam. A combination of concept presentations, practice exams, worksheet development and discussion, and group question review is highlighted.

Topics covered in the exam are reviewed by authorized lean facilitators to help prepare you to take the Bronze-level Lean Certification exam.

CEUs: 0.0

Member Price: \$590

List Price: \$790

Software/Engineering

Software development and information technology are two rapidly changing fields with a constant influx of new technology. This means that you need to stay up to date on industry-best practices and make sure your projects achieve the highest quality standards. ASQ's training can help you get there.

Software Quality Engineering C

Improve your job performance and the quality of your company's software products.

CEUs: 3.6

Member Price: \$1,995

List Price: \$2,295

Reliability Engineering C

Analyze life data to improve product reliability. Design procedures to ensure a reliable product.

CEUs: 3.0

Member Price: \$1,895

List Price: \$2,095

Software Requirements Engineering C

Define the vision and scope of a software product and identify the product's stakeholders. Utilize various techniques for eliciting software requirements.

CEUs: 2.1

Member Price: \$1,295

List Price: \$1,495

Medical Device

The importance of quality in the medical community is undeniable. These courses ensure medical device safety.

Medical Device Export/Import V

This course covers FDA regulations that you must meet to market your products in the United States and the specific standards and regulations set by the European Union for device import.

CEUs: 1.3
Member Price: \$795
List Price: \$895

Process Validation for Medical Devices V

This course covers the regulatory requirements for producing and distributing medical devices, including 21 CFR 820 requirements.

CEUs: 0.7
Member Price: \$695
List Price: \$795

Risk Management for Medical Devices V

Identify product and process hazards. Evaluate the hazards for a possible level of risk and determine ways to mitigate the risk.

CEUs: 0.7
Member Price: \$695
List Price: \$895

Supplier Management for the Medical Device Industry V

Better select, evaluate, and manage your suppliers to ensure the quality of the product or service delivered. Apply the best processes for supplier selection, certification, and monitoring in order to involve your organization on the front end of this vital relationship.

CEUs: 1.2
Member Price: \$795
List Price: \$895

SYMBOL KEY

- Classroom (Instructor-led)
- Virtual (Online, Instructor-led)
- Web-based (Self-paced)
- Blended



Supplier Quality

Business process outsourcing (BPO) is increasingly becoming a major quality management competency. Some outsourcing contracts are driven by the need to support internal operations and are thus transparent and seamless with respect to your customers. Other partnerships are even more strategic and involve the partner in direct delivery of service to your customers. The courses below provide the tools to manage these relationships.

Customer Supplier Partnerships – An Introduction C

Lower your total costs and improve delivery times. This course teaches you how to cultivate successful business partnerships. When your training is complete, you'll be able to write a certification program that benefits both your suppliers and organization.

CEUs: 1.2

Member Price: \$1,095

List Price: \$1,295

Developing High-Performance Supplier and Partner Relationships S V

Success in the service industry relies on forming and managing strategic partner relationships. With a focus on service organizations, this course shows you how to build these crucial relationships. The course includes examples, exercises, and case studies.

CEUs: 0.7

Virtual Member Price: \$595

Virtual List Price: \$695

CEUs: 0.5

Self-paced Member Price: \$249

Self-paced List Price: \$299

Supplier Auditing C

This course is designed for management, professional, and technical personnel who want to improve supplier relations and performance. It is a basic course. No previous knowledge of auditing or quality systems is required (or even assumed). The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the ASQ Certified Quality Auditor (CQA) exam will enjoy the review.

CEUs: 0.8

Price: \$400

Supplier Certification C

This one-day seminar sponsored by the ASQ Customer-Supplier Division is designed for management, professional, and technical personnel who want to improve supplier relations and performance.

CEUs: 0.8

Price: \$400

Supplier Auditing and Supplier Certification C

Supplier Auditing is designed for management, professional, and technical personnel who want to improve supplier relations and performance. It is a basic course. No previous knowledge of auditing or quality systems is required (or even assumed). The instruction applies to any management system (ISO 9001, FDA, military, automotive, etc.). Buyers and purchasing agents will find the information quite beneficial. Those preparing for the ASQ Certified Quality Auditor (CQA) exam will enjoy the review.

CEUs: 1.6

Price: \$650



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2014 ASQ Training Registration Form

Promo Code JMKEH63

Please provide the priority code when ordering. It will help speed your registration process.

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ASQ Course Cancellation Policy

- You can make a substitution at any time.
- If you cannot find a substitute, we can transfer your course fees to another ASQ course of your choice.
- If you need to cancel, we will refund your paid registration fee as noted below.
 - Requests for cancellations/transfers received at least five business days before the start of the course receive a full refund/transfer.
 - Requests received within five business days of the course starting incur a \$150 processing fee.
 - After the course starts, there are no refunds or transfers.
 - Registrants who fail to attend without advance notice are liable for the entire course fee.
- You must successfully complete the entire course or program before IACET CEUs and a Certificate of Completion can be awarded.

ASQ reserves the right to cancel/reschedule any event or change instructors. Please be advised that ASQ is not responsible for airfare penalties or other travel expenses you may incur.

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- Classroom (Instructor-led) Training
- Virtual (Online, Instructor-led) Training
- Web-based (Self-paced) Training
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On-site Training

If you are training groups of five or more, ASQ On-site Training is a cost-effective option. Train your team at your facility on the most current quality developments. We'll customize the course to meet your needs, and it will save you travel time and travel costs. Visit asq.org/on-site for more information or call **800-248-1946**.

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