

The Certified Quality Process Analyst Handbook, Second Edition

By Chris Christensen, Kathleen M. Betz, Marilyn S. Stein

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This handbook is designed as a reference for ASQ s Certified Quality Process Analyst Body of Knowledge (BoK), providing the basic information needed to prepare for the CQPA examination. It has been revised and expanded to match the 2013 BoK exactly. The book and certification are aimed at the 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. This book is perfect for both recent graduates and those with work experience who want to expand their knowledge of quality tools and processes. There are five main sections in the CQPA Body of Knowledge, further subdivided into related subsections. These sections are, Quality Concepts and Tools, Problem Solving and Improvement, Data Analysis, Customer Supplier Relations, Corrective and Preventive Action (CAPA). The relevant portion of the CQPA Body of Knowledge is excerpted at the beginning of each Body of Knowledge section in the text as a guide for the reader.

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- Sales Rank: #469665 in Books
- Published on: 2013-12-16
- Original language: English
- Number of items: 1
- Dimensions: 10.25" h x 7.50" w x 1.25" l,
- Binding: Hardcover
- 440 pages

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