


CQE EXAM PREPARATION COURSE

Becoming certified as a Quality Engineer (CQE) can be valuable to your employer and your career.

 **ALACARTE** is offering this Exam Preparation Course. Students have found it very valuable in preparing for the exam.

The success rate in passing is several times higher for students that have taken the course compared to those that have not!

Even if you are not planning on taking the exam but need a good, in-depth course in quality engineering, this can benefit you substantially.

Course Starts October 6th, 2009

- Instructor:** Greg Swartz and Pat McMahon, Ops A La Carte
- Schedule:** Eight consecutive Tuesdays 6 - 10 PM from
October 6th through November 24th, 2009
- Location:** Santa Clara, CA
- Course Fee:** \$1,295 including materials (Text Book and Solutions Book will be distributed the first night). A 25% discount is extended to anyone who is currently unemployed. Please note that this course fee does not include the fee for the examination which is collected by ASQ directly.
- Registration:** This course fills up quickly and seating is limited.
To register, please email ASAP to: cqeprep@opsalacarte.com or call (408) 654-0499
- Exam Date:** December 5th, 2009



CQE COURSE OUTLINE

- I. MANAGEMENT AND LEADERSHIP IN QUALITY ENGINEERING
 - A. Management Systems for Improving Quality
 - B. Leadership Principles and Techniques
 - C. Facilitation Principles and Techniques
 - D. Training
 - E. Cost of Quality
 - F. Quality Philosophies and Approaches (e.g., Juran, Deming, Taguchi, Ishikawa)
 - G. Customer Relations, Expectations, Needs, and Satisfaction
 - H. Supplier Relations and Management Methodologies
- II. QUALITY SYSTEMS DEVELOPMENT, IMPLEMENTATION, AND VERIFICATION
 - A. Elements of a Quality System
 - B. Documentation Systems
 - C. Domestic and International Standards and Specifications
 - D. Quality Audits
- III. PLANNING, CONTROLLING, & ASSURING PRODUCT AND PROCESS QUALITY
 - A. Processes for Planning Product and Service Development
 - B. Material Control
 - C. Acceptance Sampling
 - D. Measurement Systems
- IV. RELIABILITY AND RISK MANAGEMENT
 - A. Terms and Definitions
 - B. Reliability Life Characteristic Concepts
 - C. Design of Systems for Reliability
 - D. Reliability and Maintainability
 - E. Reliability Failure Analysis and Reporting
 - F. Reliability / Safety / Hazard Assessment Tools
- V. PROBLEM SOLVING AND QUALITY IMPROVEMENT
 - A. Approaches
 - B. Management and Planning Tools
 - C. Quality Tools
 - D. Corrective Action
 - E. Preventive Action
 - F. Overcoming Barriers to Quality Improvement
- VI. QUANTITATIVE METHODS
 - A. Concepts of Probability and Statistics
 - B. Collecting and Summarizing Data
 - C. Properties and Applications of Probability Distributions
 - D. Statistical Decision-Making
 - E. Measuring and Modeling Relationships Between Variables
 - F. Designing Experiments
 - G. Statistical Process Control (SPC)
 - H. Analyzing Process Capability