



# ILSSI Body of Knowledge for Certified Quality Professional (CQP)

## **I. Overview of Quality Management**

1. Definition and significance in various industries
2. Historical evolution and key milestones
3. Interrelation of Quality Management Components
4. Understanding the roles of Quality Assurance, Quality Control, and Quality Planning
5. Integration for comprehensive quality management.

## **II. Quality Management Principles**

1. Deming's 14 Points
2. Emphasis on customer satisfaction
3. Continuous improvement ( Kaizen ) and employee involvement ( Quality Circles )
4. Total Quality Management (TQM) : Core principles and methodologies

## **III. Quality Planning**

1. Project Planning for Quality
2. Identification of quality requirements
3. Quality Management Plans
4. Risk Management in Quality Planning

Proactive identification and mitigation of risks

5. Contingency planning for quality deviations

## **IV. Quality Assurance**

1. QA Frameworks and Standards  
ISO 9000 series, ISO 17025
2. Development and implementation of QA processes
3. Auditing for Quality
4. Internal and external audits

## **V. Quality Control**

1. Application of statistical methods for process control (SPC)
2. Control Charts
3. Special cause and common cause variation
4. Introduction to Six Sigma
5. Process Capability measurement
6. Achieving process excellence through data-driven decision-making

## **VI. Tools and Techniques for Quality Management**

1. Root Cause Analysis
2. Quality Function Deployment (QFD) and House of Quality
3. Poka Yoke and Upstream Quality
4. Quality by Design

## **VII. Case Studies and Practical Applications**

1. Real-world examples of successful quality management implementations

## **VIII. Future Trends in Quality Management**

1. Industry 4.0 and its impact on quality processes
2. Emerging Smart technologies for enhanced quality control and assurance