



ILSSI Body of Knowledge for Certified Quality Auditor (CQA)

Audit Fundamentals

1. Types of Quality Audits
2. Purpose and Scope of Audits
3. Criteria to Audit Against
4. Roles and Responsibilities of Audit Participants
5. Professional Conduct and Consequences for Auditors

Audit Process

6. Audit Preparation and Planning
7. Audit Performance
8. Audit Reporting
9. Audit Follow-Up and Closure

Auditor Competencies

10. Auditor Characteristics
11. On-Site Audit Resource Management
12. Conflict Resolution
13. Communication and Presentation Techniques
14. Interviewing Techniques
15. Team Dynamics

Audit Programme Management and Business Applications

16. Audit Program Management
17. Business and Financial Impact

Quality Tools and Techniques

18. Basic Quality and Problem-Solving Tools
19. Process Improvement Techniques
20. Basic Statistics
21. Process Variation
22. Sampling Methods
23. Change Control and Configuration Management
24. Verification and Validation
25. Risk Management Tools