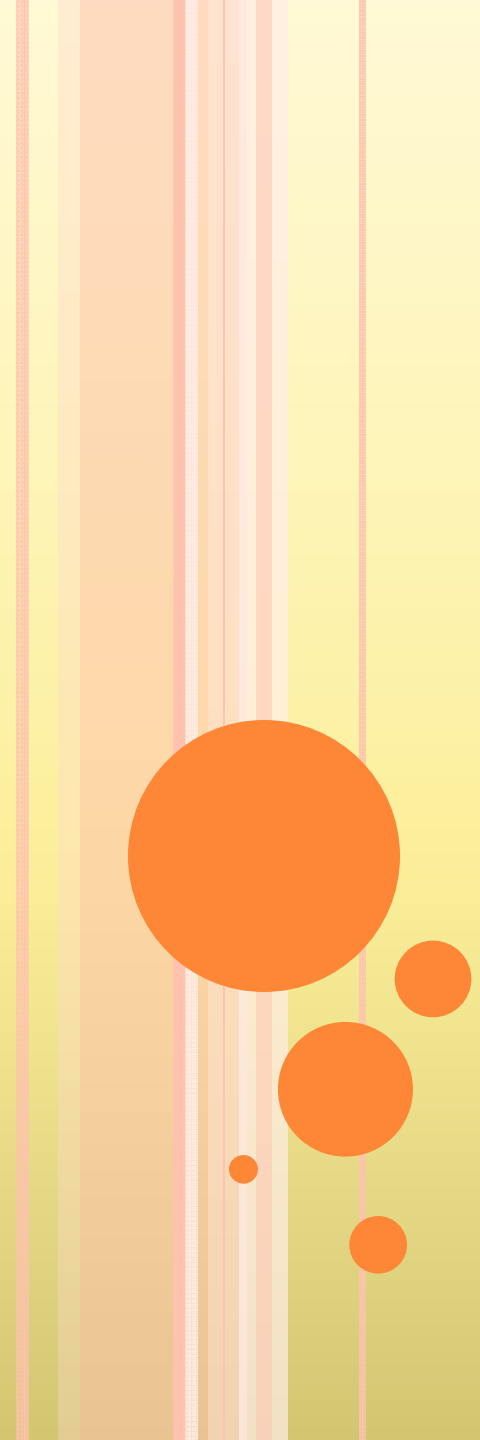




**AMERICAN SOCIETY FOR
QUALITY
GRANITE STATE SECTION 0104
MONTHLY DINNER MEETING
THE YARD
NOVEMBER 15, 2012**

**ASQ CERTIFICATION – A
COMPETITIVE ADVANTAGE IN
A TOUGH ECONOMY**



SINCE 1968, WHEN THE FIRST CERTIFICATION EXAM WAS GIVEN, MORE THAN 120,000 INDIVIDUALS HAVE BECOME CERTIFIED THROUGH ASQ, INCLUDING MANY WHO HAVE MORE THAN ONE CERTIFICATION.

IN ADDITION, AN INCREASING NUMBER OF COMPANIES, 125 AT LAST COUNT, HAVE FORMALLY RECOGNIZED ASQ'S CERTIFICATIONS AS VERIFICATION OF AN INDIVIDUAL'S KNOWLEDGE OF QUALITY THEORY AND TECHNIQUES.

A RECENT SEARCH ON MONSTER.COM RESULTED IN MORE THAN 300 JOB POSTINGS EITHER REQUIRING AN ASQ CERTIFICATION OR LISTING IT AS A PREFERRED QUALITY OF A PROSPECTIVE EMPLOYEE.

THESE STATISTICS DEMONSTRATE THE INCREASING VALUE OF ASQ CERTIFICATION AS PERCEIVED IN THE MARKETPLACE.

INTRODUCTION (CONT.)

IT IS IMPORTANT TO UNDERSTAND THAT ASQ CERTIFICATION IS NOT A LICENSE OR REGISTRATION.

IT IS PEER RECOGNITION THAT AN INDIVIDUAL HAS DEMONSTRATED PROFICIENCY IN, AND COMPREHENSION OF, A PARTICULAR QUALITY AREA AT A SPECIFIC POINT IN TIME.

ASQ CERTIFICATION IS AWARDED TO THOSE WHO MEET THREE CRITERIA: 1) HAVE A SPECIFIED LEVEL OF EDUCATION AND/OR EXPERIENCE, 2) PROVIDE PROOF OF PROFESSIONALISM, AND 3) PASS A STANDARDIZED EXAM IN THE CERTIFICATION AREA.



ASQ CERTIFICATION EXAM DEVELOPMENT RELIES HEAVILY ON THE EFFORTS OF ASQ CERTIFIED MEMBERS.

DURING THE COURSE OF A YEAR, APPROXIMATELY 300 SUBJECT-MATTER EXPERTS ARE INVOLVED IN SOME PHASE OF EXAM DEVELOPMENT.

VOLUNTEERS TRAVEL TO ASQ HEADQUARTERS IN MILWAUKEE FOR TWO-DAY WORKSHOPS TO ENGAGE IN EXAM-DEVELOPMENT RELATED ACTIVITIES.

THESE ARE INTENSE SESSIONS WITH CONSIDERABLE DISCUSSION AND INTERACTION AND, DURING THIS TIME, THE VOLUNTEERS PUT IN FAST-PACED DAYS THAT MAY KEEP THEM OCCUPIED FOR 10 HOURS/DAY.

WORKSHOP ACTIVITIES INCLUDE DEVELOPMENT OF A BODY OF KNOWLEDGE(BOK) OR WRITING EXAM QUESTIONS AND OTHERWISE INSURING THE VALIDITY OF AN EXAM THROUGH A VARIETY OF REVIEW PROCESSES.

THE CERTIFICATION BOARD AT ASQ HAS MANDATED THAT ANYONE INVOLVED IN THE DEVELOPMENT OF AN EXAM MUST REFRAIN FROM HELPING CERTIFICATION CANDIDATES PREPARE FOR A TEST FOR A PERIOD OF TWO YEARS.

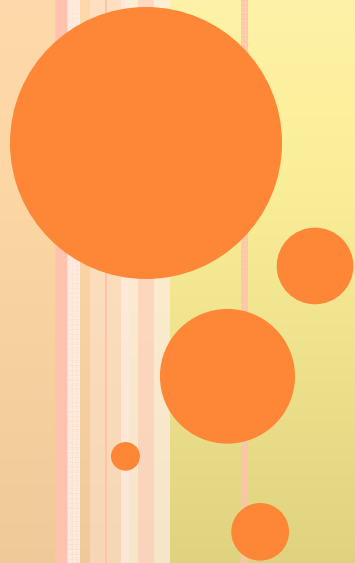
THE MANY PHASES OF EXAM DEVELOPMENT

A. JOB ANALYSIS AND SURVEY – CREATES THE FOUNDATION FOR AN EXAM.

B. ADVISORY COMMITTEE – IDENTIFIES JOB RESPONSIBILITIES AND KNOWLEDGE OF THE FIELD.

C. MEMBER INPUT – DECIDES WHAT WILL BE IN THE BOK.

D. BODY OF KNOWLEDGE COMMITTEE – ORGANIZES THE CONTENT.





AFTER THE APPROVAL PROCESS OF THE SURVEY REPORT, A BOK COMMITTEE IS FORMED.

THIS COMMITTEE INCLUDES SOME MEMBERS OF THE ADVISORY COMMITTEE AND OTHER QUALIFIED SUBJECT-MATTER EXPERTS, WHO TOGETHER REPRESENT A WIDE DEMOGRAPHIC OF THE INDUSTRY AND SERVICE SPECTRUM.

THE BOK COMMITTEE MEETS FOR TWO DAYS, AND ITS PRIMARY TASK IS TO TRANSLATE THE JOB ANALYSIS RESULTS INTO MEANINGFUL CATEGORIES THAT CAN BE TESTED.

AS PART OF THIS PROCESS, THE COMMITTEE DETERMINES HOW MANY TEST QUESTIONS WILL BE TESTED IN EACH AREA OF THE BOK, BASING THIS ON THE IMPORTANCE OF THE TOPIC AS INDICATED IN THE JOB ANALYSIS, AND THE DEPTH OF TESTABLE MATERIAL FOR EACH SUBTOPIC.

THE MANY PHASES OF EXAM DEVELOPMENT(CONT.)

E. QUESTION-WRITING COMMITTEE – WRITES THE EXAM QUESTIONS.

F. QUESTION REVIEW COMMITTEE – VERIFIES AND REVIEWS EACH QUESTION.

G. EXAM REVIEW COMMITTEE – TAKES THE TEST – THE LAST QUESTION CHECK BEFORE THE EXAM.

H. EXAM STATISTICS – POST-EXAM QUESTION VERIFICATION.

I. GRADING PROCESS – ASQ'S EXAM GRADING PROCESS.

THE MANY PHASES OF EXAM DEVELOPMENT(CONT.)

E. QUESTION-WRITING COMMITTEE – WRITES THE EXAM QUESTIONS.

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H. EXAM STATISTICS – POST-EXAM QUESTION VERIFICATION.

I. GRADING PROCESS – ASQ'S EXAM GRADING PROCESS.

TEST TAKING TIPS

TEST TAKERS ARE ADVISED TO KEEP IN MIND THESE GENERAL POINTERS ABOUT STANDARDIZED EXAMS.

READ ALL OF THE QUESTIONS ON THE FIRST PAGE OF THE TEST SO YOU REALIZE THAT YOU DO KNOW THE MATERIAL. IN OTHER WORDS, RELAX.

READ EACH QUESTION THOROUGHLY. DO NOT ASSUME YOU KNOW WHAT IS BEING ASKED.

ELIMINATE IMPLAUSIBLE ANSWERS AND MOVE QUICKLY PAST THE OBVIOUSLY WRONG CHOICES.

KEEP IN MIND THAT AN ANSWER MAY BE A CORRECT STATEMENT IN ITSELF BUT MAY NOT ANSWER THE QUESTION.

TWO ANSWERS MAY GIVE EXACTLY THE OPPOSITE INFORMATION OR MAY BE VERY SIMILAR. READ THEM AGAIN TO DECIDE WHAT MAKES ONE CORRECT AND THE OTHER WRONG.

TEST-TAKING TIPS

ASQ DOES NOT SUBTRACT POINTS FOR INCORRECT ANSWERS. ANSWER EVERY QUESTION. THERE IS NO PENALTY FOR GUESSING, AND YOU HAVE A 25 PERCENT CHANCE OF CHOOSING THE RIGHT ANSWER.

READ EACH QUESTION AND ANSWER THE ONES YOU KNOW. THEN GO BACK AND READ THOSE YOU ARE UNSURE OF. MARK THOSE YOU ARE STILL UNCOMFORTABLE WITH. YOU WILL NARROW THE FIELD TO JUST A FEW QUESTIONS THAT YOU NEED TO SPEND MORE TIME ON. THESE ARE THE QUESTIONS YOU MIGHT WANT TO USE YOUR REFERENCE BOOKS FOR.

BE AWARE OF THE TIME AVAILABLE FOR THE EXAM AND THE TIME REMAINING AS YOU WORK THROUGH THE EXAM.

DO NOT SELECT MORE THAN ONE ANSWER FOR A QUESTION. IF YOU DO, IT WILL BE SCORED AS A "BLANK".

PASS RATE BY ASQ CERTIFICATION

APPROXIMATE PASS RATES:

CQE 58%

CQA 75%

CHA 90%

CQIA 80%

CMQ/OE 75%

CSSGB 72%

CQPA 69%

CCT 70%

CBA 65%

CSSBB 62%

CSQE 60%

CQI 52%

CQT 49%

CRE 47%

AVERAGE IS 65% ACROSS ALL
CERTIFICATIONS.

EXAM DATES, 2013

MARCH 2:

CBA, CHA, CMQ/OE, CMBB, CQI, CQT, CRE,
CSSBB,

JUNE 1:

CCT, CGMP, CQA, CQE, CQIA, CQPA, CSSGB,
CSQE

OCTOBER 5:

CBA, CHA, CMQ/OE, CMBB, CQI, CQT, CRE,
CSSBB

DECEMBER 7:

CCT, CGMP, CQA, CQE, CQIA, CQPA, CSSGB,
CSQE

BIOMEDICAL AUDITOR:

UNDERSTANDS THE PRINCIPLES OF STANDARDS, REGULATIONS, DIRECTIVES AND GUIDANCE FOR AUDITING A BIOMEDICAL SYSTEM.

CALIBRATION TECHNICIAN:

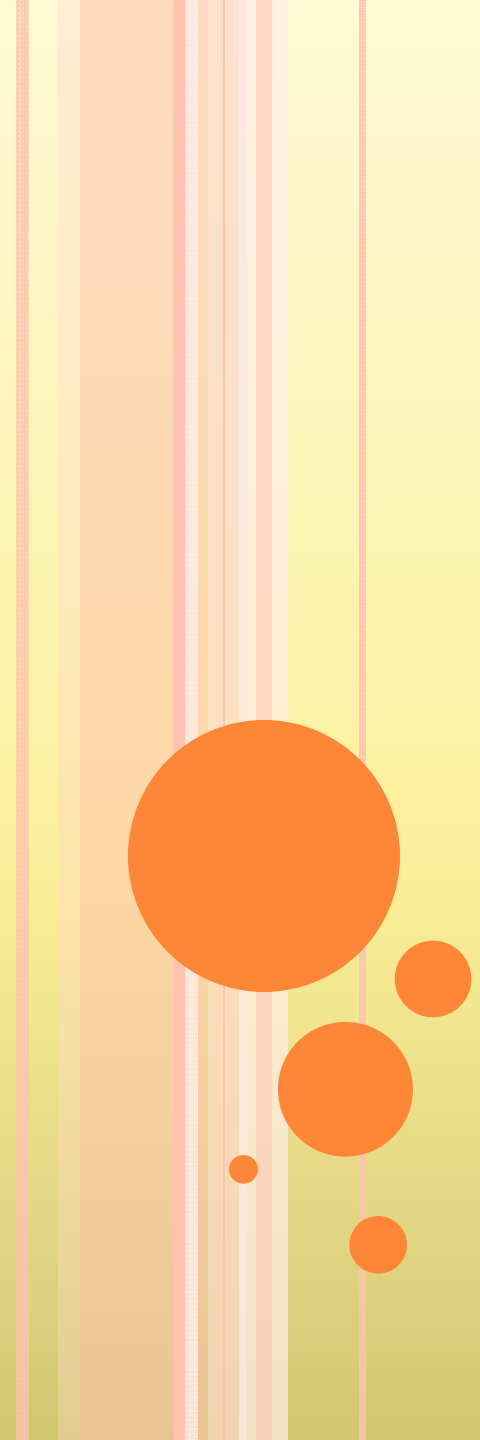
TESTS, CALIBRATES, MAINTAINS AND REPAIRS ELECTRICAL, MECHANICAL, ELECTROMECHANICAL, ANALYTICAL AND ELECTRONIC MEASURING, RECORDING AND INDICATING INSTRUMENTS AND EQUIPMENT FOR CONFORMANCE TO ESTABLISHED STANDARDS.

HACCP AUDITOR:

USES VARIOUS TOOLS AND TECHNIQUES TO EXAMINE, QUESTION, EVALUATE AND REPORT ON THAT SYSTEM'S ADEQUACY AND DEFICIENCIES.

MANAGER OF QUALITY/OPERATIONAL EXCELLENCE:

FACILITATES AND LEADS TEAM EFFORTS TO ESTABLISH AND MONITOR CUSTOMER/SUPPLIER RELATIONS, AND SUPPORTS STRATEGIC PLANNING AND DEPLOYMENT INITIATIVES.



AIMED AT INDIVIDUALS WHO POSSESS EXCEPTIONAL EXPERTISE AND KNOWLEDGE OF CURRENT INDUSTRY PRACTICE. MASTER BLACK BELTS HAVE OUTSTANDING LEADERSHIP ABILITY, ARE INNOVATIVE AND DEMONSTRATE A STRONG COMMITMENT TO THE PRACTICE AND ADVANCEMENT OF QUALITY IMPROVEMENT.

PHARMACEUTICAL GMP PROFESSIONAL:

UNDERSTANDS THE GMP PRINCIPLES AS REGULATED AND GUIDED BY NATIONAL AND INTERNATIONAL AGENCIES FOR THE PHARMACEUTICAL INDUSTRY.

QUALITY AUDITOR:

ANALYZES ALL ELEMENTS OF A QUALITY SYSTEM AND JUDGES ITS DEGREE OF ADHERENCE TO THE CRITERIA OF INDUSTRIAL MANAGEMENT AND QUALITY EVALUATION AND CONTROL SYSTEMS.

QUALITY ENGINEER:

DEVELOPS AND OPERATES QUALITY CONTROL SYSTEMS, APPLIES AND ANALYZES TESTING AND INSPECTION PROCEDURES. USES METROLOGY AND STATISTICAL METHODS TO DIAGNOSE AND CORRECT IMPROPER QUALITY CONTROL PRACTICES.



QUALITY IMPROVEMENT ASSOCIATE:

UNDERSTANDS QUALITY TOOLS AND THEIR USES AND PARTICIPATES IN QUALITY IMPROVEMENT PROJECTS.

QUALITY INSPECTOR:

EVALUATES HARDWARE DOCUMENTATION, PERFORMS LABORATORY PROCEDURES, INSPECTS PRODUCTS, MEASURES PROCESS PERFORMANCE, RECORDS DATA AND PREPARES FORMAL REPORTS.

QUALITY PROCESS ANALYST:

ANALYZES AND SOLVES QUALITY PROBLEMS AND PARTICIPATES IN QUALITY IMPROVEMENT PROJECTS.

QUALITY TECHNICIAN:

PREPARES INSPECTION PLANS AND INSTRUCTIONS, SELECTS SAMPLING PLAN APPLICATIONS, ANALYZES AND SOLVES PROBLEMS, PREPARES PROCEDURES, TRAINS INSPECTORS AND PERFORMS AUDITS.

RELIABILITY ENGINEER:

UNDERSTANDS THE PRINCIPLES OF PERFORMANCE EVALUATION AND PREDICTION TO IMPROVE PRODUCT/SYSTEMS SAFETY, RELIABILITY AND MAINTAINABILITY.

SIX SIGMA BLACK BELT:

UNDERSTANDS SIX SIGMA PHILOSOPHIES AND PRINCIPLES, INCLUDING THE SUPPORTING SYSTEMS AND TOOLS. DEMONSTRATES TEAM LEADERSHIP AND UNDERSTANDS ALL ASPECTS OF THE DMAIC MODEL IN ACCORDANCE WITH SIX SIGMA PRINCIPLES.

SIX SIGMA GREEN BELT:

SUPPORTS A SIX SIGMA BLACK BELT BY ANALYZING AND SOLVING QUALITY PROBLEMS AND IS INVOLVED IN QUALITY IMPROVEMENT PROJECTS.

SOFTWARE QUALITY ENGINEER:

UNDERSTANDS SOFTWARE QUALITY DEVELOPMENT AND IMPLEMENTATION INCLUDING SOFTWARE INSPECTION, TESTING, VERIFICATION AND VALIDATION. IMPLEMENTS SOFTWARE DEVELOPMENT AND MAINTENANCE PROCESSES AND METHODS.

QUALIFICATIONS

BIOMEDICAL AUDITOR:

FIVE YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CBA. AT LEAST ONE YEAR MUST BE IN A DECISION-MAKING ROLE.

CALIBRATION TECHNICIAN:

FIVE YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CCT.

HACCP AUDITOR:

FIVE YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CHA. AT LEAST ONE YEAR MUST BE IN A DECISION-MAKING ROLE.

MANAGER OF QUALITY/OPERATIONAL EXCELLENCE:

TEN YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CMQ/OE. A MINIMUM OF FIVE YEARS OF THIS EXPERIENCE MUST BE IN A DECISION-MAKING POSITION.

1) AT LEAST 5 YEARS OF EXPERIENCE IN THE ROLE OF A SSBB OR MBB. OR 2) COMPLETION OF 10 SIX SIGMA BLACK BELT PROJECTS.

PHARMACEUTICAL GMP PROFESSIONAL:

FIVE YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CGMP . A MINIMUM OF THREE YEARS OF THIS EXPERIENCE MUST BE IN A DECISION-MAKING POSITION.

QUALITY AUDITOR:

EIGHT YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CQA. A MINIMUM OF THREE YEARS OF THIS EXPERIENCE MUST BE IN A DECISION-MAKING POSITION.

QUALITY ENGINEER:

EIGHT YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CQE. A MINIMUM OF THREE YEARS OF THIS EXPERIENCE MUST BE IN A DECISION-MAKING POSITION.

QUALITY IMPROVEMENT ASSOCIATE:

TWO YEARS OF WORK EXPERIENCE OR AN ASSOCIATE DEGREE AS A MINIMUM.

QUALIFICATIONS

QUALITY INSPECTOR:

TWO YEARS OF ON-THE-JOB EXPERIENCE IN MECHANICAL INSPECTION OR A RELATED FIELD. A HIGH SCHOOL DIPLOMA OR GED, OR AN ADDITIONAL THREE YEARS OF RELATED ON-THE-JOB EXPERIENCE.

QUALITY PROCESS ANALYST:

TWO YEARS OF WORK EXPERIENCE OR AN ASSOCIATE DEGREE AS A MINIMUM.

QUALITY TECHNICIAN:

FOUR YEARS OF HIGHER EDUCATION AND/OR WORK EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CQT.

RELIABILITY ENGINEER:

EIGHT YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CRE. A MINIMUM OF THREE YEARS OF THIS EXPERIENCE MUST BE IN A DECISION-MAKING POSITION.

SIX SIGMA BLACK BELT.

TWO COMPLETED PROJECTS WITH SIGNED AFFIDAVITS, OR ONE COMPLETED PROJECT WITH SIGNED AFFIDAVIT AND THREE YEARS OF WORK EXPERIENCE IN ONE OR MORE AREAS OF THE BOK FOR THE CSSBB.

SIX SIGMA GREEN BELT:

THREE YEARS OF WORK EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CSSGB. THIS CERTIFICATION IS NOT A REQUIREMENT FOR SIX SIGMA BLACK BELT CERTIFICATION.

SOFTWARE QUALITY ENGINEER:

EIGHT YEARS OF ON-THE-JOB EXPERIENCE IN ONE OR MORE OF THE AREAS OF THE BOK FOR THE CSQE. A MINIMUM OF THREE YEARS OF THIS EXPERIENCE MUST BE IN A DECISION-MAKING POSITION.



BEING OVERCONFIDENT:

WORKING IN THE QUALITY PROFESSION FOR A LONG PERIOD OF TIME CAN LEAD SOME PROFESSIONALS TO ASSUME THEIR PRACTICAL EXPERIENCE AUTOMATICALLY GIVES THEM THE KNOWLEDGE THEY NEED TO ACE A CERTIFICATION EXAM. THIS OVERCONFIDENCE CONTRIBUTED TO THE HIGH FAILURE RATES FOR ASQ CERTIFICATION EXAMS.

NOT READING THE BOK THOROUGHLY:

AN IMPORTANT FIRST STEP IS TO READ THE BOK BEFORE PLANNING YOUR PREPARATION FOR THE EXAM. HIGHLIGHT EVERY KEYWORD AND TOOL MENTIONED IN THE BOK, AND MAKE SURE YOU HAVE ADEQUATE REFERENCE MATERIALS.

LACKING WORK EXPERIENCE IN THE BOK SECTIONS:

MOST CERTIFICATIONS REQUIRE EXPERIENCE THAT COVERS ONE OR MORE BOK SECTIONS. ONE JOB DESCRIPTION WILL NOT COVER EVERY SECTION OF A CERTIFICATION BOK.

NOT UNDERSTANDING THE COGNITIVE LEVEL FOR EACH BOK SECTION:

EXAM TAKERS OFTEN IGNORE THE COGNITIVE LEVEL SPECIFIED FOR EACH SECTION OF THE BOK. PAYING CLOSE ATTENTION TO THE COGNITIVE LEVELS WILL HELP YOU DETERMINE THE EXTENT OF YOUR PLANNING AND PREPARATION.

PLANNING AND PREPARATION

BEING UNAWARE OF APPROPRIATE REFERENCE MATERIALS:

THE THING THAT APPEARS MOST FREQUENTLY ON THE ASQ CERTIFICATION DISCUSSION BOARD IS A REQUEST FOR HELP IN SELECTING AND EVALUATING REFERENCE MATERIALS.

BEING UNAWARE OF EXAM PRACTICE AIDS:

EXAM PREPARATION MATERIALS, SUCH AS PRIMERS AND SIMULATED EXAMS, CAN HELP YOU MASTER THE ART OF TEST TAKING.

MANAGING TIME POORLY DURING PREPARATION:

WHEN BUDGETING YOUR TIME TO ACCOMMODATE YOUR STRENGTHS AND WEAKNESSES, REMEMBER THE TOTAL PREPARATION TIME YOU WILL NEED DEPENDS PRIMARILY UPON YOUR KNOWLEDGE AND EXPERIENCE.

MISSING THE APPLICATION DEADLINE:

DEADLINES ARE NOT TRIVIAL. ASQ TYPICALLY EXTENDS AN APPLICATION DEADLINE ONCE. THE EXTRA COST IS \$50.

RESCHEDULING THE EXAM BECAUSE OF A NONEMERGENCY:

AS A RESULT OF IMPROPER PLANNING AND PREPARATION, SOME EXAM TAKERS WAIT UNTIL A WEEK BEFORE THE EXAM DATE AND THEN CALL ASQ TO POSTPONE.

EXAM STRATEGY

HAVING A MINDSET TO BARELY PASS:

ASQ'S APPROACH IS SUCH THAT IF YOU SCORE SLIGHTLY HIGHER THAN THE CUT SCORE, THERE IS STILL THE POSSIBILITY OF FAILING THE EXAM. THE BEST APPROACH IS TO SET OUT MUCH HIGHER THAN THE CUTOFF SCORE. EXACT CUTOFF SCORES ARE CONFIDENTIAL, THEY ARE USUALLY LESS THAN 85%. IT IS BEST TO AVOID THAT NEIGHBORHOOD ALTOGETHER BY SCORING AS HIGH AS YOU CAN.

NOT KNOWING YOUR WEAKNESSES AND STRENGTHS PRIOR TO THE EXAM DATE:

THE USE OF SIMULATED EXAMS AND QUESTION BANKS CAN HELP YOU IDENTIFY STRENGTHS AND WEAKNESSES DURING PREPARATION.

EXAM STRATEGY

NOT PRACTICING WRITING WITH PENCIL (SPECIFIC TO CMQ/OE CONSTRUCTIVE RESPONSE):

CMQ/OE EXAM TAKERS SHOULD PRACTICE WRITING 8 TO 10 CONSTRUCTIVE RESPONSES WITH A PENCIL DURING THEIR PREPARATION TO REGAIN LEGIBILITY AND SPEED.

SELECTING THE WRONG OPEN-BOOK MATERIALS:

THERE IS NO LIMIT TO THE AMOUNT OF BOOKS YOU BRING INTO THE EXAM. THE ONLY BOOKS NOT ALLOWED ARE ONES THAT HAVE A QUESTION AND ANSWER FORMAT. DON'T RELY ON OPEN BOOKS TOO MUCH. THE QUESTIONS REQUIRE APPLICATION OF KNOWLEDGE AND EXPERIENCE. ONE SUGGESTION IS TO PICK 2 OR 3 REFERENCE FROM THE LIST PROVIDED FOR EACH SPECIFIC EXAM AND USE THOSE DURING THE EXAM.

EXAM STRATEGY

FAILING TO ORGANIZE OPEN BOOK MATERIALS: COMPILING A LIST OF RELEVANT REFERENCES – SUCH AS FORMULAS, STATISTICAL TABLES, SAMPLING PLAN TABLES AND DEFINITIONS OF KEY TERMS – IS WORTHWHILE, AS IS CROSS-REFERENCING THE KEY TERMS ON YOUR LIST WITH PAGE NUMBERS FROM THE BOOKS YOU WILL USE DURING THE EXAM. BOOKMARK IMPORTANT PAGES THAT CONTAIN TABLES, GRAPHS, EXAMPLE CALCULATIONS AND KEY DEFINITIONS.

NOT PRACTICING AND TIMING ADEQUATELY USING SIMULATED EXAMS: IDEALLY, YOU'LL COMPLETE THE EXAM IN 75 TO 80% OF THE ALLOTTED TIME, USING THE BALANCE TO REVIEW ANSWERS. PRACTICE EXAMS ARE A MUST TO BE ABLE TO PLAN YOUR TIME. JUST BEFORE THE EXAM, A GOOD REVIEW IS TO REVIEW ALL YOUR QUESTIONS ON THE BLUE PAGES AND ON THE CDS.



NOT GETTING ENOUGH REST THE NIGHT PRIOR TO THE EXAM:

IF YOU HAVE NOT INVESTED ENOUGH PREPARATION TIME IN THE 3 OR 4 MONTHS PRIOR TO TAKING THE EXAM, IT IS HIGHLY UNLIKELY A LATE-NIGHT CRAM SESSION THE NIGHT BEFORE WILL MAKE ANY DIFFERENCE.

NOT ASSESSING TRAVEL DISTANCE OR POSSIBLE OBSTRUCTIONS:

IF YOU ARE UNFAMILIAR WITH THE EXAM LOCATION, TAKE A TEST DRIVE THE DAY BEFORE TO FAMILIARIZE YOURSELF WITH THE ROUTE AND IDENTIFY ANY POTENTIAL ISSUES THAT COULD REQUIRE ANOTHER ROUTE TO YOUR EXAM LOCATION.

NOT KNOWING THE EXAM LOCATION:

AT THE VERY LEAST, YOU SHOULD ARRIVE AT THE EXAM LOCATION WELL AHEAD OF YOUR SCHEDULED TEST TIME AND LOCATE THE ROOM ASSIGNED FOR TAKING THE EXAM.

EXAM TAKING

LACKING CONFIDENCE:

THE DAY OF THE EXAM IS WHEN YOU SHOULD HAVE ALL THE CONFIDENCE YOU POSSIBLY CAN. LACK OF CONFIDENCE CAN RESULT IN SECOND-GUESSING DURING THE EXAM.

BEING DISTRACTED DURING THE EXAM:

YOU DON'T WANT NOISE FROM STREETS AND BUILDING RENOVATIONS TO BE THE REASON YOU DIDN'T PASS AN EXAM. I RECOMMEND BRINGING EARPLUGS AS A CONTINGENCY.

FORGETTING CRUCIAL ITEMS:

CREATE A CHECKLIST OF ITEMS TO TAKE WITH YOU ON THE DAY OF THE EXAM, INCLUDING REFERENCE BOOKS, STATISTICAL TABLES, A CALCULATOR AND BLANK PAPER FOR WORKING OUT YOUR ANSWERS. SEE SUGGESTED CHECKLIST ON NEXT 2 SLIDES.

EXAM CHECKLIST:

EXAM LOCATION:

ASQ CONFIRMATION MAIL WITH VENUE LOCATION
PICTURE ID
EXAM VENUE ROUTE MAP, DRIVING DIRECTIONS,
PARKING LOCATION
EXAM ROOM LOCATION, ROOM NUMBER, ACCESS,
SECURITY, PHONE NUMBER
UMBRELLA OR OTHER ITEMS BASED ON
WEATHER
REPORT

ESSENTIALS:

SEVERAL NO. 2 PENCILS, SHARPENER, SCRATCH
PAPER
GOOD ERASER, WRISTWATCH
CALCULATOR AND A BACKUP
2 OR 3 REFERENCE BOOKS (BOOKMARKED)
ASQ HANDBOOK OR PRIMER (BOOKMARKED)

EXAM CHECKLIST

EXAM AIDS:

FORMULA LIST

STATISTICAL TABLES, SAMPLING PLANS (WHERE APPROPRIATE)

GLOSSARY, ACRONYMS, IMPORTANT DEFINITIONS

CUSTOMIZED CROSS-REFERENCE LIST

DICTIONARY

MISCELLANEOUS ITEMS:

COFFEE, JUICE OR BOTTLED WATER

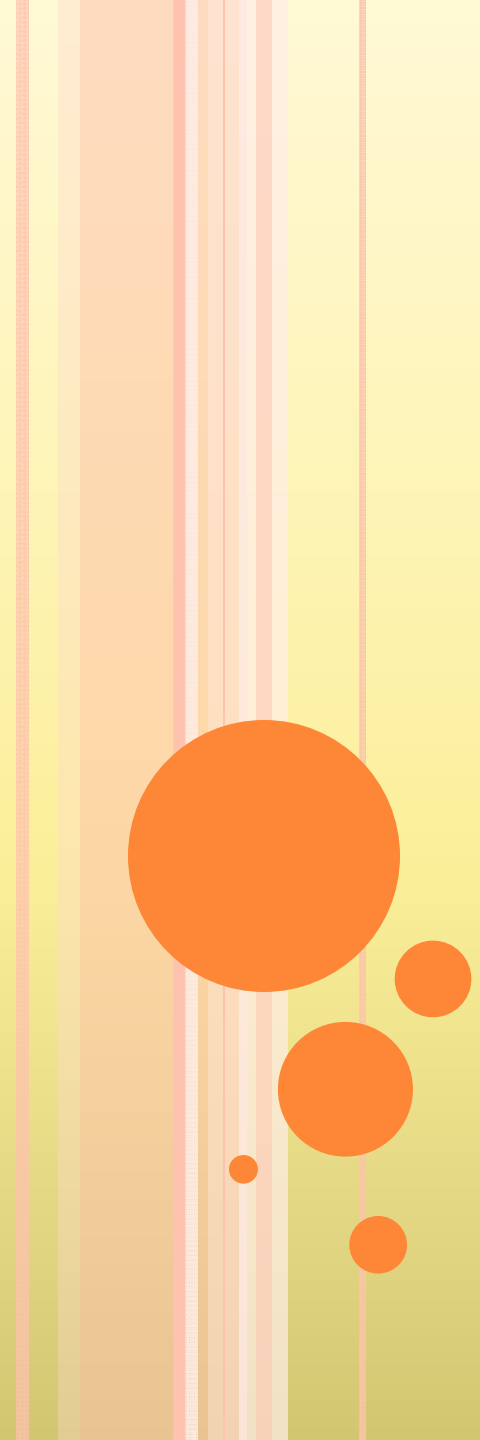
COINS FOR VENDING MACHINE OR PARKING

ASPIRIN

EARPLUGS

FROM THE ONE YOU USED FOR PRACTICE.
SEE ASQ'S CALCULATOR POLICY –
WWW.ASQ.ORG/CERTIFICATION/FAQ/CALCULATOR.HTML). TAKE THE SAME CALCULATOR YOU USED FOR PRACTICE. CONSIDER REPLACING YOUR BATTERY BEFORE THE EXAM OR BRINGING AN IDENTICAL CALCULATOR AS A BACKUP.

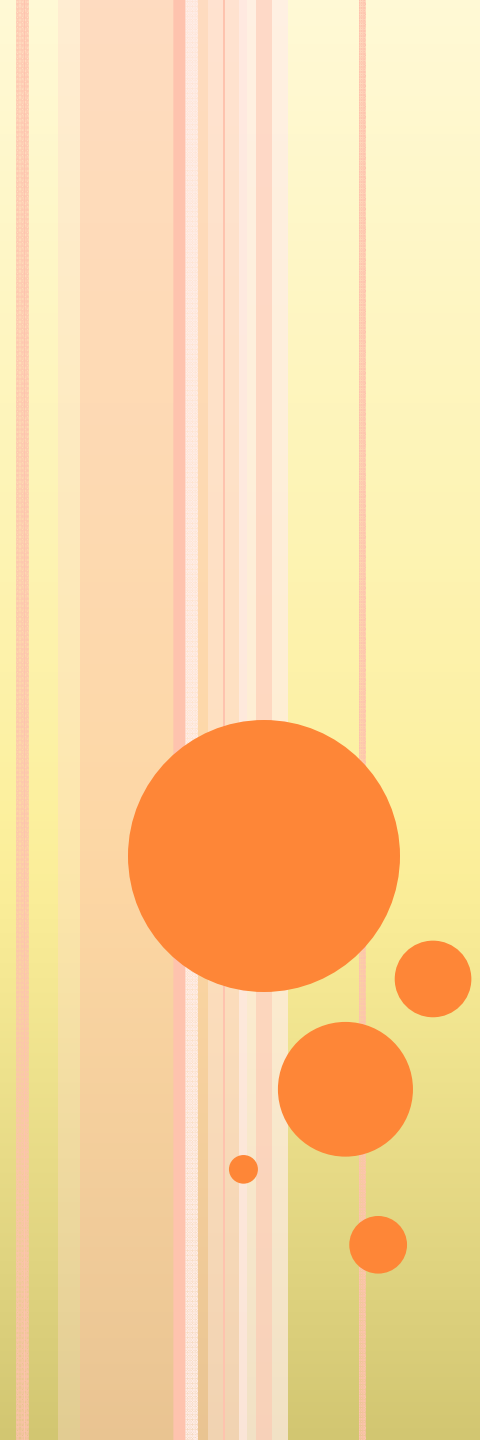
NOT READING THE QUESTIONS PROPERLY WITH THE EMPHASIS ON KEY WORDS:
MULTIPLE-CHOICE ANSWERS TYPICALLY INVOLVE ONE DISTRACTER, TWO PLAUSIBLE ANSWERS AND ONE BEST ANSWER. READ ALL CHOICES CAREFULLY AND COMPARE THEM TO LOOK FOR DIFFERENCES. THE BEST ANSWER AND ONE OF THE PLAUSIBLE ANSWERS ARE LIKELY TO BE SIMILAR, AND SELECTING THE BEST ONE WILL REQUIRE KNOWLEDGE AND EXPERIENCE.



NOT FOLLOWING THE 30-60-90 SECONDS RULE:
THE IDEA IS TO ATTEMPT QUESTIONS ONE BY ONE AND INITIALLY ANSWER THOSE YOU CAN DEAL WITH QUICKLY. EXPERIENCE HAS SHOWN 30% OF THE QUESTIONS SHOULD BE ANSWERED IN 30 SECONDS OR LESS, 50% OF THE QUESTIONS WITHIN 60 SECONDS OR LESS, 15% OF THE QUESTIONS WITHIN 90 SECONDS OR LESS AND THE REMAINING 5% OF THE QUESTIONS IN TWO TO FOUR MINUTES PER QUESTION. THIS SHOULD LEAVE AMPLE TIME FOR REVIEW.

REFERRING TO OPEN BOOKS FOR ALMOST ALL QUESTIONS:

THERE'S NO MAGIC REFERENCE BOOK THAT CONTAINS ANSWERS TO ALL ASQ EXAM QUESTIONS. ONLY WITH BACKGROUND KNOWLEDGE, RELEVANT EXPERIENCE, EXAM PREPARATION AND PRACTICE CAN YOU PASS THE EXAM. REFERRING TO OPEN BOOKS FOR EVERY QUESTION WASTES EXAM TIME AND IS TIRING.



FIRST ATTEMPT ANY ANSWER WILL NOT BE WORTHWHILE IF IT TAKES TIME AWAY FROM ADDRESSING OTHER QUESTIONS. BECAUSE THERE IS NO PENALTY FOR A WRONG ANSWER, SELECT ANY ANSWER AND MOVE ON WHEN YOU ARE STUMPED BY A QUESTION.

NOT HAVING ENOUGH TIME FOR REVISIONS:

AS YOU FILL IN YOUR INITIAL ANSWERS IT'S A GOOD IDEA TO MAKE AN IDENTIFICATION MARK NEAR THE QUESTIONS YOU SHOULD REVIEW. THIS WAY, IN YOUR NEXT PASS THROUGH THE ENTIRE EXAM, YOU CAN FOCUS ON THE QUESTIONS YOU HAVE IDENTIFIED BEFORE REVIEWING THE OTHERS.

MAKING TOO MANY CHANGES TO ANSWERS DURING REVISIONS:

IF YOU ARE TOO QUICK WITH REVISIONS YOU WILL HAVE PLENTY OF TIME TO SPARE AND YOU MAY REVIEW AGAIN. IN THIS CASE, THE DANGER IS THAT YOU'LL BE TEMPTED TO REVISE YOUR ANSWERS TOO MANY TIMES. IF YOU'RE UNSURE, STICK WITH YOUR FIRST CHOICE.

TOP 10 MYTHS

1. IF AN ANSWER IS OBVIOUS, IT MUST BE A TRICK QUESTION.

JUST BECAUSE AN ANSWER IS OBVIOUS TO YOU DOES NOT MEAN IT IS OBVIOUS TO EVERYONE. DO NOT LET THE FACT THAT THIS IS A TEST QUESTION GET IN THE WAY OF YOUR KNOWLEDGE.

2. GUESSING WRONG CAN HURT YOUR SCORE MORE THAN LEAVING AN ANSWER BLANK.

THERE IS NO PENALTY FOR GUESSING, AND YOU HAVE A 25% CHANCE OF GETTING IT RIGHT. YOU GET ONE POINT FOR EACH CORRECT ANSWER AND ZERO FOR THOSE YOU ANSWER WRONG OR LEAVE BLANK.

3. THE PASSING SCORE FOR ALL ASQ EXAMS IS 70%.

THE PASSING SCORE FOR EACH ASQ EXAM IS ESTABLISHED AS A MINIMUM PERFORMANCE STANDARD DURING THE CUT-SCORE PROCESS.

4. TAKING A SECTION REFRESHER COURSE OR BUYING ASQ EXAM PREP MATERIAL IS A SURE WAY TO PASS.

SECTION REFRESHER COURSES AND THE SELF-DIRECTED PRODUCTS ARE EXCELLENT WAYS TO PREPARE FOR THE EXAMS, BUT USING THEM DOES NOT GUARANTEE THAT YOU WILL PASS. REFRESHER COURSES ARE MEANT TO RENEW YOUR KNOWLEDGE, NOT TO INSTRUCT YOU IN AREAS THAT ARE NOT FAMILIAR TO YOU. INDIVIDUAL STUDY IS ALSO A CRITICAL ELEMENT FOR SUCCESS.

5. IF YOU DO POORLY IN ONE AREA OF THE BOK, YOU AUTOMATICALLY FAIL THE TEST.

YOUR TOTAL SCORE ON THE EXAM DETERMINES WHETHER YOU PASS OR FAIL, NOT YOUR SCORE ON ANY ONE PORTION OF THE TEST. EVEN ON THE CMQ/OE EXAM, IT IS POSSIBLE TO PASS IF YOU DO POORLY ON THE CONSTRUCTED RESPONSE PORTION.

6. ASQ LIMITS THE NUMBER OF PEOPLE WHO PASS.

ANYONE WHO MEETS OR EXCEEDS THE PASSING SCORE(CUT SCORE) PASSES THE EXAM. ASQ DOES NOT SET A PASSING RATE.

7. THE GRADING OF THE CONSTRUCTED RESPONSE PORTION OF THE CMQ/OE EXAM IS VERY SUBJECTIVE.

THE CONSTRUCTED RESPONSE PORTION OF THE EXAM IS DESIGNED TO TEST THE CANDIDATE'S ABILITY TO RESPOND TO REAL-WORLD SITUATIONS. THE RESPONSES ARE SCORED BY CMQ/OES WHO HAVE BEEN TRAINED IN THE EVALUATION TECHNIQUES USED FOR THE SCORING PROCESS. IN ADDITION, ALL OF THE JUDGES SCORE THE PAPERS AGAINST A STANDARD OF PERFORMANCE THAT IS SPECIFIC TO EACH ESSAY QUESTION.

8. IT TAKES A LONG TIME TO RECEIVE EXAM RESULTS.

IN GENERAL, EXAM RESULTS ARE MAILED WITHIN TWO WEEKS OF THE EXAM DATE. CANDIDATES CAN ALSO SIGN IN TO THE ASQ WEB SITE (WWW.ASQ.ORG) AS SOON AS ONE WEEK FOLLOWING THE EXAM TO RECEIVE THEIR SCORE.

TOP 10 MYTHS

9. TEST QUESTIONS ARE DELIBERATELY TRICKY.
ASQ USES AN EXTENSIVE, MULTI-LEVEL PROCESS TO ENSURE THAT EXAM QUESTIONS ARE AS ACCURATE, CLEAR AND CONCISE AS POSSIBLE.

10. I CANNOT LEARN FROM MY MISTAKES IF I DO NOT GET MY SCORED TEST BACK.
BECAUSE OF ITS POLICY TO REUSE EXAM QUESTIONS, ASQ CANNOT RELEASE COPIES OF THE EXAMS. RELEASING TESTS WOULD GIVE THE RETAKE APPLICANTS AN UNFAIR ADVANTAGE OVER CANDIDATES TAKING THE EXAMS FOR THE FIRST TIME.

HOW DO I DECIDE WHICH CERTIFICATION IS RIGHT FOR ME?

EACH ASQ CERTIFICATION HAS SPECIFIC EDUCATION AND EXPERIENCE REQUIREMENTS. THE MORE WORK-RELATED EXPERIENCE YOU HAVE FOR A SPECIFIC BOK, THE BETTER QUALIFIED YOU ARE TO TAKE THE EXAM. TO DETERMINE WHICH EXAM IS RIGHT FOR YOU, VISIT WWW.ASQ.ORG/CERTIFICATION/RIGHT-FOR-YOU.HTML.

HOW DO I APPLY FOR AN EXAM?

ONCE YOU HAVE DECIDED WHICH CERTIFICATION IS RIGHT FOR YOU, YOU CAN APPLY ONLINE, OR MAIL OR FAX YOUR APPLICATION TO ASQ HEADQUARTERS.

TO APPLY ONLINE, VISIT
WWW.ASQ.ORG/CERTIFICATION/APPLY.HTML.

TO OBTAIN AN APPLICATION, VISIT
WWW.ASQ.ORG/CERTIFICATION/DOWNLOADABLE-APPS.HTML.
FROM CANADA AND THE UNITED STATES **1-800-248-1946**
FROM MEXICO **001-800-514-1564**
FROM OTHER INTERNATIONAL SITES **+1-414-272-8575**

MAIL YOUR COMPLETED APPLICATION TO:
AMERICAN SOCIETY FOR QUALITY
P.O. BOX3005
MILWAUKEE, WI 53201-3005
USA
OR
AMERICAN SOCIETY FOR QUALITY
600 NORTH PLANKINTON AVE.
MILWAUKEE, WI 53203
USA

FAX YOUR COMPLETED APPLICATION TO **1-414-272-1734**

CONTACT:

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ASQ

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