

CQL's Certified Quality Analyst (CQA) Sample Agenda

There are nine structured days in the CQA training process. You may choose to attend a CQA Regional Conference to cover Days 1, 2 and 3, or you may elect to have all nine days of training on-site at your organization.

Day 1: Quality Indicators and Quality Management – identify quality of life metrics, overview systems thinking, analysis and synthesis

Day 2: Data to Wisdom – move from implicit to explicit knowledge and learn how to ask the “right” data questions

Day 3: Data and Report Confidence – identify honest data and reporting and understand inter-rater reliability and its importance to data analysis

Day 4: Quality Management Key Skills – analyze and synthesize data, design a data collection system, clearly write a Quality Management Report and make recommendations based on data and knowledge

Day 5: Using Organizational Data Sets – identify patterns within a data set, develop graphs and draw conclusions

Day 6: Making Decisions about Quality Management Projects – understand the Quality Assurance Matrix, Data System Map and/or Quality Component Design Matrix

Day 7: Finalizing the Report and Presentation – provide your project report and make the presentation to the CQL faculty for feedback

Day 8: Presentation – demonstrate skills designing a project, writing a report, graphing, drawing conclusions from data, making recommendations and presenting the report

Day 9: Future of Integrated Quality Management – identify changes to the Quality Management System and/or data collection, management and reporting systems