

## ASQ Certified Quality Auditor Handbook, fifth edition

LANCE B. COLEMAN, SR. | QUALITY PRESS | 2020 | 395 PP. | \$94 MEMBER | \$155 LIST

This book is intended to be a reference for quality auditors, but serves individuals preparing to take the ASQ Certified Quality Auditor (CQA) exam. The book's chapters are organized to conform to the ASQ body of knowledge (BoK) for the CQA exam.

The book is divided into five modules. Module one concerns auditing fundamentals and addresses types of quality audits, purpose and scope of audits, criteria to audit against, roles and responsibilities of audit participants, and professional conduct expected of and consequences for auditors. Module two addresses the auditing process—audit preparation and planning, performance, reporting, follow-up and closure.

Module three pertains to auditor characteristics, on-site audit resource management, conflict resolution, communication and

presentation techniques, interviewing techniques and team dynamics. Module four concerns audit program management and business fundamentals. The fifth module talks about basic quality and problem-solving tools, process improvement and basic statistics, among other things.

The book is well-written and provides examples, figures and graphs. The appendixes offer forms for many of the quality auditing functions discussed in the book. The glossary provides clear and concise definitions. This book is valuable certification exam preparation material for those preparing for ASQ's CQA exam, but also is a valuable addition to the library of quality auditors and other quality professionals.

—Ranganajan Parthasarathy, Harvard, IL



## ASQ Certified Manager of Quality/Organizational Excellence Handbook, fifth edition

SANDRA L. FURTERER AND DOUGLAS C. WOOD | QUALITY PRESS | 2021 | 720 PP. | \$105 MEMBER | \$150 LIST

This handbook acknowledges how the scope of quality management principles has evolved during the past 40 years to much more than simply controlling manufacturing processes. Today, quality management tools and techniques are used for any process in any organization. The handbook takes a fresh look at the broad range of current quality management practices while providing insight into new applications for these tools and techniques to meet the challenges of today's society.

This latest edition has undergone significant content changes to clarify the items in the refreshed certified manager of quality/organizational excellence (CMQ/OE) BoK, including new topics and updated examples to reflect current perspectives. In each section of the handbook, the exam's BoK requirements associated with good quality management practices are shown in a box preceding the relevant text. The handbook covers the content and cognitive level of the possible multiple-choice

questions on the certification exam. It also discusses historical perspectives of quality management, key quality principles, concepts and terminology, benefits from applying quality management principles, best practices describing quality management, typical barriers to success, common problems, reasons why some quality initiatives fail, and the all-important section on practical guidance for preparing for the CMQ/OE exam.

While this handbook certainly will help those preparing for the ASQ CMQ/OE exam, it also nicely serves as a practical guide for any professional facing various quality management challenges and is a handy introduction to the history and evolution of quality management principles. The handbook is replete with bibliographical references and extensive figures, diagrams and tables.

—Dale Farris, Groves, Texas

# Handbook With Footnotes

**Peipei Pang**



## **Handbook With Footnotes:**

The Top Books of the Year Handbook With Footnotes The year 2023 has witnessed a noteworthy surge in literary brilliance, with numerous compelling novels captivating the hearts of readers worldwide. Lets delve into the realm of bestselling books, exploring the captivating narratives that have charmed audiences this year. Handbook With Footnotes : Colleen Hoover's "It Ends with Us" This heartfelt tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Uncover the Best : Taylor Jenkins Reids "The Seven Husbands of Evelyn Hugo" This captivating historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reids captivating storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, entrancing readers with its evocative prose and mesmerizing setting. These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered. The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is an exceptional and gripping novel that will keep you speculating until the very end. The novel is a warning tale about the dangers of obsession and the power of evil.

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