



Certified Supplier Quality Professional (CSQP) Body of Knowledge Map 2016 - 2023

The Certified Supplier Quality Professional (CSQP) Body of Knowledge (BoK) has been updated to ensure that the most current state of CSQP practice is being tested in the examination. If you would like more information on how a BoK is updated, see a description of the process on <https://asq.org/cert/exam-development>.

Part of the updating process is to conduct a job analysis survey to determine whether the topics in the 2016 BoK are still relevant to the job role of CSQPs and to identify any new topics that have emerged since that BoK was developed. The results of the CSQP job analysis survey showed that most of the topics that were in the 2016 BoK are still relevant to the job roles of CSQPs. As indicated in Table 2, two 2016 BoK topics (I.D and VII.B) were split into subtopics (I.D.1, I.D.2, I.D.3, I.D.4 and VII.B.1, VII.B.2), five new subtopics were added (I.D.2, I.D.3, I.D.4, II.A.4 and VII.B.2), and several subtexts were revised.

The 2023 CSQP Body of Knowledge will be introduced at the **September 2023** administration. Both BoKs will be available online until November 1, 2023, at which time the 2016 BoK will be removed.

General comments about ASQ Body of Knowledge updates

When the Body of Knowledge (BoK) is updated for an ASQ exam, most of the material covered in the BoK remains the same. There are very few programs that change significantly over a 5-7 year period. One of the points that we make to all the exam development committees is that ASQ Certification Exams need to reflect “the state of practice” not “the state of the art.” This helps to keep the programs grounded in what people currently do, rather than being driven by the latest hot-topic improvement idea or trend. Typically, the biggest change in any updated BoK is in how the content is organized. When a new BoK is announced and posted on the ASQ website, we also include a “BoK Map” that highlights the changes between the two Bodies of Knowledge: old and new. The BoK map also clearly identifies any new content that has been added to the exam, as well as any content that has been removed from the exam.

With regard to exam preparation materials, you should be able to use any of the reference books that are currently listed on the bibliography for the exam program. These are the source materials that the exam development committees use to write questions and verify answers.

Specific comments about the 2023 CSQP Body of Knowledge updates

The CSQP Body of Knowledge mostly stayed the same with the 2023 update. Three new subtopics were added to Section I: Supplier Agreements (I.D.2), Quality Agreements (I.D.3), and Finalization Controls (I.D.4). One new subtopic was added to Section II: Supplier Risk Identification and Categorization (II.A.4). One new subtopic was added to Section VII: Sustainability (VII.B.2). There were no major changes to content in Section III, Section IV, Section V, and Section VI. In addition to a total of five new subtopics and minor removal/edits of content, there were two topics that increased in level of cognitive: II.A.2 and V.A.2.

Table 1 below portrays the change in items allocated to each section of the Body of Knowledge. The section names have all remained the same. Table 2, on page 3, presents the 2023 CSQP BoK and maps the topics to the 2016 BoK. Table 3, starting on page 11, presents the 2016 CSQP BoK and maps the topics to the 2023 BoK. Details on changes between the two can be found below.

Table 1. CSQP BoK Section Item Allocation

| BoK Section | 2016 BoK | 2023 BoK | Difference |
|---|-----------------|-----------------|-------------------|
| I. Supplier Strategy | 22 | 20 | -2 |
| II. Risk Management | 14 | 19 | +5 |
| III. Supplier Selection and Part Qualification | 30 | 27 | -3 |
| IV. Supplier Performance Monitoring and Improvement | 30 | 29 | -1 |
| V. Supplier Quality Management | 30 | 26 | -4 |
| VI. Relationship Management | 14 | 16 | +2 |
| VII. Business Governance, Ethics, and Compliance | 10 | 13 | +3 |

Table 2. 2023 CSQP BoK mapped to 2016 CSQP BoK

| 2016 BoK | 2023 BoK Details | Notes |
|----------|---|--|
| Section | I. Supplier Strategy [20 Questions] | Number of questions changed from 22 to 20 |
| I.A | A. Supply Chain Vision/Mission Assist in the development and communication of the supply chain vision/mission statement. (Apply) | |
| | B. Supplier Lifecycle Management | |
| I.B.1 | 1. Supplier Selection Develop the process for supplier selection and qualification, including the identification of sub-tier suppliers using tools such as SIPOC, decision analysis, and total risk factor analysis. (Create) | Added “total risk factor analysis” |
| I.B.2 | 2. Performance Monitoring Develop the supplier performance monitoring system, including expected levels of performance, process reviews, performance evaluations, improvement plans, and exit strategies. (Create) | |
| I.B.3 | 3. Supplier Classification System Define and develop a supplier classification system (e.g., non-approved, conditionally approved, approved, preferred, certified, partnership, and disqualified). (Create) | Clarified subtext and added “conditionally approved” |
| I.B.4 | 4. Partnerships and Alliances Identify and analyze strategies for developing customer-supplier partnerships and alliances. (Analyze) | |
| | C. Supply Chain Cost Analysis | |
| I.C.1 | 1. Cost Reduction Identify and apply relevant inputs to prioritize cost reduction opportunities. (Analyze) | |
| I.C.2 | 2. Supply Chain Rationalization Interpret and analyze the optimization of a supply base to improve spending and leverage investments into supplier quality or risk reduction. (Analyze) | |
| I.C.3 | 3. Make/Buy Decisions Provide input on make/buy decisions using internal and external capability analysis. Apply tools such as SWOT analysis and use historical performance to analyze requirements. (Analyze) | |
| | D. Supplier Agreements or Contracts | Split topic into four subtopics: I.D.1 Terms and Conditions |

| 2016 BoK | 2023 BoK Details | Notes |
|----------|--|---|
| | | I.D.2 Supplier Agreements I.D.3 Quality Agreements I.D.4 Finalization Controls |
| I.D | 1. Terms and Conditions Review and provide input for developing terms and conditions that govern supplier relationships to ensure quality considerations are addressed. (Apply) | |
| NEW | 2. Supplier Agreements Identify elements of supplier agreements (e.g., business and legal approach/requirements). (Understand) | |
| NEW | 3. Quality Agreements Analyze the elements of quality agreements/requirements (e.g., other levels of approval/review). (Analyze) | |
| NEW | 4. Finalization Controls Describe controls used to finalize terms and conditions that govern supplier relationships (e.g., agreements, contracts, and purchase orders). (Understand) | |
| | E. Deployment of Strategy and Expectations Communicate strategy internally and communicate expectations to suppliers externally. (Apply) | |
| | II. Risk Management [19 Questions] | Number of questions changed from 14 to 19 |
| | A. Strategy | |
| II.A.1 | 1. System Develop a risk-based approach to manage the supply base, including business continuity, contingency planning, and supply chain resilience. (Create) | Added “supply chain resilience” |
| II.A.2 | 2. Product/Service Risk Mitigation Develop and implement a risk mitigation plan for predicting, minimizing, monitoring, and/or controlling risks. (Create) | Added “Risk Mitigation” to subtopic title Added “predicting” Revised subtext for clarification Increased cognitive level from Evaluate to Create |
| II.A.3 | 3. Prevention Strategies | |

| 2016 BoK | 2023 BoK Details | Notes |
|----------|--|---|
| | Identify and evaluate strategies and techniques such as supply chain mapping, avoidance, detection, and mitigation used to prevent the introduction of counterfeit parts, materials, and services. (Evaluate) | |
| NEW | 4. Supplier Risk Identification and Categorization Identify supplier risks and develop categorization (e.g., organizational, business, security, and product) using tools and models, such as the Kraljic portfolio segmentation model. (Create) | |
| | B. Analysis and Mitigation | |
| II.B.1 | 1. Analysis Identify, assess, and prioritize risks to supplier quality using tools such as decision analysis (DA), failure mode and effects analysis (FMEA), fault tree analysis (FTA), and process auditing. (Evaluate). | |
| II.B.2 | 2. Mitigation Control Develop and deploy controls such as inspection and test plans. Prioritize mitigation activities and sustain a risk mitigation plan appropriate to the risk of the product/service. (Create) | Revised subtext for clarification |
| II.B.3 | 3. Mitigation Effectiveness Verify the effectiveness of the control plan and improve, if necessary, using continuous improvement methods such as plan-do-check-act (PDCA), lean, and product auditing tools. (Create) | |
| | III. Supplier Selection and Part Qualification [27 Questions] | Number of questions changed from 30 to 27 |
| | A. Product/Service Requirements Definition | |
| III.A.1 | 1. Internal Design Reviews Identify and apply common elements of the design review process, including roles and responsibilities of the participants. (Apply) | |
| III.A.2 | 2. Identifying Requirements Identify and apply internal requirements (e.g., interrelated functional business units) for product or service in collaboration with stakeholders, including the requirements for supply chain, sub-tier suppliers, and manufacturability evaluation. (Evaluate) | Added “manufacturability evaluation” |
| | B. Supplier Selection Planning | |
| III.B.1 | 1. Supplier Comparison Evaluate existing suppliers’ and distributors’ capabilities, capacities, past quality, delivery, price, lead times, and responsiveness against identified requirements. (Evaluate) | Added “distributors” |
| III.B.2 | 2. Potential Suppliers Evaluation | Added “quality function deployment” |

| 2016 BoK | 2023 BoK Details | Notes |
|--|--|--|
| | Assess potential new suppliers against identified requirements using tools such as self-assessments, audits, financial analysis, and quality function deployment. Verify third-party certification status and regulatory compliance and analyze and report on results of assessments to support the supplier selection process. (Evaluate) | |
| III.B.3 | 3. Supplier Selection Evaluate and select suppliers based on analysis of assessment reports and existing supplier evaluations using decision analysis tools such as weighted decision matrices and selection matrices. (Evaluate) | Added “weighted decision matrices” |
| C. Part, Process, and Service Qualification | | |
| III.C.1 | 1. Technical Review Interpret and evaluate technical specification requirements and characteristics such as views, title blocks, dimensioning and tolerancing, and apply GD&T symbols as they relate to the product and process. (Evaluate) | Revised subtext for clarification |
| III.C.2 | 2. Supplier Relations Collaborate with suppliers to define, interpret, and classify quality characteristics for the part/process/service. (Evaluate) | |
| III.C.3 | 3. Process and Service Qualification Planning Develop a part/process/service (e.g., calibration, laboratory, software, and design) qualification plan with supplier and internal team that includes service provider audit, calibration requirements, sample size, first article inspection, measurement system analysis (MSA), process flow diagram (PFD), failure mode and effects analysis (FMEA), control plans, critical to quality (CTQ), inspection planning, capability studies, material and performance testing, appearance approval, and internal process validation. (Analyze) | Added “(e.g., calibration, laboratory, software, and design)” and “service provider audit” |
| III.C.4 | 4. Part Approval Understand production part approval process (PPAP) requirements and ensure suppliers understand the processes required to produce parts with consistent quality during an actual production run at production rates. (Understand) | |
| III.C.5 | 5. Validate Requirements Collaborate with internal team to interpret the results of the executed qualification plan for the part/process/service, including reviewing Certificate of Compliance (CoC), Certificate of Analysis (CoA), and production readiness reviews (PRR). (Evaluate) | Added “including reviewing Certificate of Compliance (CoC), Certificate of Analysis (CoA), and production readiness reviews (PRR)” |
| IV. Supplier Performance Monitoring, and Improvement [29 Questions] | | |
| | | Number of questions changed from 30 to 29 |

| 2016 BoK | 2023 BoK Details | Notes |
|----------|--|--|
| | A. Supplier Performance Monitoring | |
| IV.A.1 | 1. Supplier Metrics Define, implement, and monitor supplier performance metrics such as quality, delivery (e.g., on-time delivery [OTD] and on-time in full delivery [OTIF]), cost, and responsiveness. (Evaluate) | Added “(e.g., on-time delivery [OTD] and on-time in full delivery [OTIF])” |
| IV.A.2 | 2. Supplier Performance Analyze supplier performance data (e.g., warranty analysis/field returns and defect rates) and develop periodic reports (e.g., scorecard and dashboards). (Analyze) | |
| IV.A.3 | 3. Supplier Process Performance Define and implement lean principles and applications such as 5S, kaizen, value stream mapping, supplier process capabilities and controls, 8 wastes, single minute exchange of dies (SMED), kanban, muda, standardized work, takt time, and error-proofing to reduce waste and increase performance. (Evaluate) | Added “supplier process capabilities and controls” and “8 wastes” Revised subtext for clarification |
| IV.B | B. Assess Nonconforming Product/Process/Service Segregate, control, and evaluate nonconforming materials to determine whether a material review board (MRB) requires disposition. Conduct risk assessments to prevent future discrepancies. (Evaluate) | Revised subtext for clarification |
| | C. Supplier Corrective and Preventive Action (CAPA) | |
| IV.C.1 | 1. Root Cause Analysis Tools and Methods Evaluate the root cause analysis of a problem using tools such as cause and effect diagrams, Pareto analysis, 5 Why’s, fault tree analysis, design of experiments (DOE), brainstorming, check sheets, measurement system analysis (MSA), production records, and review of process flow. (Evaluate) | |
| IV.C.2 | 2. Collaboration with Supplier Evaluate and implement supplier corrective/preventive action and review its effectiveness and robustness with supplier. Understand the process of updating failure mode and effects analysis (FMEA) and process control plan, and understand statistical process control (SPC), 8D, and product/process design change. (Evaluate) | Added “8D” Revised subtext for clarification |
| | V. Supplier Quality Management [26 Questions] | Number of questions changed from 30 to 26 |
| | A. Supplier Quality Monitoring | |
| V.A.1 | 1. Supplier Audit Apply the stages of a quality audit, including audit planning, conducting the initial audit, and executing periodic reevaluation. Understand and apply the various types of quality audits (e.g., | Added “executing periodic reevaluation” and “audit methods (e.g., |

| 2016 BoK | 2023 BoK Details | Notes |
|----------|---|--|
| | product, process, and management system) and audit methods (e.g., virtual, on-site, and desktop). (Apply) | virtual, on-site, and desktop)” Revised subtext for clarification |
| V.A.2 | 2. Audit Reporting and Follow-up Apply and analyze audit reporting and follow up, including verification of the effectiveness of corrective action. (Analyze) | Increased cognitive level from Apply to Analyze Revised subtext to align with new cognitive level |
| V.A.3 | 3. Supplier Communication Evaluate various communication techniques such as periodic reviews, metric and performance indices, change management, notifications, recalls, change requests, and business updates. Maintain active communication with suppliers to assess risk and take appropriate action. (Evaluate) | |
| V.A.4 | 4. Supplier Development and Remediation Identify and analyze present and future training needs and gaps, using quality methods and tools such as kaizen and benchmarking. Use process improvement tools such as DMAIC, cycle time reduction, defect rate, and cost reduction. Evaluate supplier remediation to develop and manage improvement plans. (Evaluate) | |
| V.A.5 | 5. Project Management Basics Understand and apply various types of project reviews, such as phase-end, management, and retrospectives or post-project reviews to assess project performance and status, to review issues and risks, and discover and capture lessons learned from the project. Apply forecasts, resources, schedules, and task and cost estimates to develop and monitor project plans. (Apply) | |
| | B. Teams and Team Processes | |
| V.B.1 | 1. Team Development Identify and describe the various types of teams and the classic stages of team development: forming, storming, norming, performing, and adjourning. (Apply) | |
| V.B.2 | 2. Team Roles Define and describe various team roles and responsibilities for leader, facilitator, coach, and individual member. (Understand) | |
| V.B.3 | 3. Performance and Evaluation Describe various techniques to evaluate training, including evaluation planning, feedback surveys, pre-training testing, and post-training testing. (Understand) | Revised subtext for clarification |
| V.C | C. Compliance with Requirement and Supplier Categorization | Added “industry standards” and “ISO” |

| 2016 BoK | 2023 BoK Details | Notes |
|----------|---|--|
| | Understand and evaluate compliance with regulations and industry standards (e.g., RoHS, Governmental regulatory authorities, and ISO), specifications, contracts, agreements, and certification authority. Evaluate and categorize suppliers based on risk and performance. (Evaluate) | |
| | VI. Relationship Management [16 Questions] | Number of questions changed from 14 to 16 |
| VI.A | A. Supplier Onboarding Understand and apply processes for orientation of suppliers such as providing overview of company, vision, mission, guiding principles, overall requirements, expectations, and criticality of product, service, and delivery requirements. (Apply) | |
| | B. Communication | |
| VI.B.1 | 1. Techniques and Mediation Identify and apply communication techniques (e.g., oral, written, and presentation) specifically for internal stakeholders and suppliers to resolve issues. Apply different techniques when working in multi-cultural environments. Identify and describe the impact that culture, communications, and Diversity, Equity, and Inclusion (DEI) can have on an organization. (Evaluate) | Added “Diversity, Equity, and Inclusion (DEI)” Revised subtext for clarification |
| VI.B.2 | 2. Reporting Using Quality Tools Use appropriate technical and managerial reporting techniques for effective presentation and reporting, including the seven classic quality tools: Pareto charts, cause and effect diagrams, flowcharts, control charts, check sheets, scatter diagrams, and histograms. (Analyze) | Revised subtext for clarification |
| VI.C | C. Leadership and Collaboration Understand and apply techniques for coaching suppliers through regular communications, influencing without authority, negotiation techniques, conflict resolution techniques, and establish clear roles and responsibilities of internal stakeholders and suppliers using tools such as a RACI matrix (responsible, accountable, consulted, and informed). (Evaluate) | Added “conflict resolution techniques” and “RACI matrix (responsible, accountable, consulted, and informed)” |
| | VII. Business Governance, Ethics, and Compliance [13 Questions] | Number of questions changed from 10 to 13 |
| VII.A | A. ASQ Code of Ethics Determine appropriate behavior in situations requiring ethical decisions, including identifying conflicts of interest, and recognizing and resolving ethical issues. (Apply) | |
| | B. Compliance and Sustainability | Split topic into two subtopics: VII.B.1 Compliance VII.B.2 Sustainability |

| 2016 BoK | 2023 BoK Details | Notes |
|----------|--|---|
| | | Added “and Sustainability” to topic title |
| VII.B | 1. Compliance Understand issues of compliance and their applicable policies, laws, and regulations (e.g., conflict of interest, confidentiality, and bribery). (Apply) | |
| NEW | 2. Sustainability Understand and recognize the importance of environmental, social, and governance factors and adhere to applicable sustainability policies. (Understand) | |
| | C. Confidentiality | |
| VII.C.1 | 1. Organizational Policies Apply organizational policies for executing appropriate agreements such as non-disclosure, quality, and change notification agreements. (Apply) | |
| VII.C.2 | 2. Intellectual Property Apply procedures for protecting the intellectual property of an organization and its suppliers. (Apply) | |
| VII.C.3 | 3. Illegal Activity Understand and interpret policies for reporting observations and deviations that could be perceived as illegal activity. (Apply) | |

Table 3. 2016 CSQP BoK mapped to the 2023 CSQP BoK

| 2016 BoK | | 2023 BoK | | Notes |
|---------------|--------------------------------|---------------|---------------------------------|---|
| Code | Label | Code | Label | |
| I.A | Supply Chain Vision/Mission | I.A | Supply Chain Vision/Mission | |
| I.B.1 | Supplier Selection | I.B.1 | Supplier Selection | Added “total risk factor analysis” |
| I.B.2 | Performance Monitoring | I.B.2 | Performance Monitoring | |
| I.B.3 | Supplier Classification System | I.B.3 | Supplier Classification System | Clarified subtext and added “conditionally approved” |
| I.B.4 | Partnerships and Alliances | I.B.4 | Partnerships and Alliances | |
| I.C.1 | Cost Reduction | I.C.1 | Cost Reduction | |
| I.C.2 | Supply Chain Rationalization | I.C.2 | Supply Chain Rationalization | |
| I.C.3 | Make/Buy Decisions | I.C.3 | Make/Buy Decisions | |
| I.D | Terms and Conditions | I.D.1 | Terms and Conditions | Split topic into four subtopics: I.D.1 Terms and Conditions I.D.2 Supplier Agreements I.D.3 Quality Agreements I.D.4 Finalization Controls |
| — | | I.D.2 | Supplier Agreements | New |
| — | | I.D.3 | Quality Agreements | New |
| — | | I.D.4 | Finalization Controls | New |
| II.A.1 | System | II.A.1 | System | Added “supply chain resilience” |
| II.A.2 | Product/Service | II.A.2 | Product/Service Risk Mitigation | Added “Risk Mitigation” to subtopic title Added “predicting” Increased cognitive level from Evaluate to Create Revised subtext for clarification |

| 2016 BoK | | 2023 BoK | | Notes |
|----------|--|----------|---|--|
| Code | Label | Code | Label | |
| II.A.3 | Prevention Strategies | II.A.3 | Prevention Strategies | |
| — | | II.A.4 | Supplier Risk Identification and Categorization | New |
| II.B.1 | Analysis | II.B.1 | Analysis | |
| II.B.2 | Mitigation Control | II.B.2 | Mitigation Control | Revised subtext for clarification |
| II.B.3 | Mitigation Effectiveness | II.B.3 | Mitigation Effectiveness | |
| III.A.1 | Internal Design Reviews | III.A.1 | Internal Design Reviews | |
| III.A.2 | Identifying Requirements | III.A.2 | Identifying Requirements | Added “manufacturability evaluation” |
| III.B.1 | Supplier Comparison | III.B.1 | Supplier Comparison | Added “distributors” |
| III.B.2 | Potential Suppliers Evaluation | III.B.2 | Potential Suppliers Evaluation | Added “quality function deployment” |
| III.B.3 | Supplier Selection | III.B.3 | Supplier Selection | Added “weighted decision matrices” |
| III.C.1 | Technical Review | III.C.1 | Technical Review | Revised subtext for clarification |
| III.C.2 | Supplier Relations | III.C.2 | Supplier Relations | |
| III.C.3 | Process and Service Qualification Planning | III.C.3 | Process and Service Qualification Planning | Added “(e.g., calibration, laboratory, software, and design)” and “service provider audit” |
| III.C.4 | Part Approval | III.C.4 | Part Approval | |
| III.C.5 | Validate Requirements | III.C.5 | Validate Requirements | Added “including reviewing Certificate of Compliance (CoC), Certificate of Analysis (CoA), and production readiness reviews (PRR)” |
| IV.A.1 | Supplier Metrics | IV.A.1 | Supplier Metrics | Added “(e.g., on-time delivery [OTD] and on-time in full delivery [OTIF])” |
| IV.A.2 | Supplier Performance | IV.A.2 | Supplier Performance | |

| 2016 BoK | | 2023 BoK | | Notes |
|----------|---|----------|---|--|
| Code | Label | Code | Label | |
| IV.A.3 | Supplier Process Performance | IV.A.3 | Supplier Process Performance | Added “supplier process capabilities and controls” and “8 wastes” Revised subtext for clarification |
| IV.B | Assess Nonconforming Product/Process/Service | IV.B | Assess Nonconforming Product/Process/Service | Revised subtext for clarification |
| IV.C.1 | Root Cause Analysis Tools and Methods | IV.C.1 | Root Cause Analysis Tools and Methods | |
| IV.C.2 | Collaboration with Supplier | IV.C.2 | Collaboration with Supplier | Added “8D” Revised subtext for clarification |
| V.A.1 | Supplier Audit | V.A.1 | Supplier Audit | Added “executing periodic reevaluation” and “audit methods (e.g., virtual, on-site, and desktop)” Revised subtext for clarification |
| V.A.2 | Audit Reporting and Follow-up | V.A.2 | Audit Reporting and Follow-up | Increased cognitive level from Apply to Analyze Revised subtext to align with new cognitive level |
| V.A.3 | Supplier Communication | V.A.3 | Supplier Communication | |
| V.A.4 | Supplier Development and Remediation | V.A.4 | Supplier Development and Remediation | |
| V.A.5 | Project Management Basics | V.A.5 | Project Management Basics | |
| V.B.1 | Team Development | V.B.1 | Team Development | |
| V.B.2 | Team Roles | V.B.2 | Team Roles | |
| V.B.3 | Performance Evaluation | V.B.3 | Performance Evaluation | Revised subtext for clarification |
| V.C | Compliance with Requirement and Supplier Categorization | V.C | Compliance with Requirement and Supplier Categorization | Added “industry standards” and “ISO” |

| 2016 BoK | | 2023 BoK | | Notes |
|----------------|-------------------------------|----------------|-------------------------------|--|
| Code | Label | Code | Label | |
| VI.A | Supplier Onboarding | VI.A | Supplier Onboarding | |
| VI.B.1 | Techniques and Mediation | VI.B.1 | Techniques and Mediation | Added “Diversity, Equity, and Inclusion (DEI)” Revised subtext for clarification |
| VI.B.2 | Reporting Using Quality Tools | VI.B.2 | Reporting Using Quality Tools | Revised subtext for clarification |
| VI.C | Leadership and Collaboration | VI.C | Leadership and Collaboration | Added “conflict resolution techniques” and “RACI matrix (responsible, accountable, consulted, and informed)” |
| VII.A | ASQ Code of Ethics | VII.A | ASQ Code of Ethics | |
| VII.B | Compliance | VII.B.1 | Compliance | Split topic into two subtopics: VII.B.1 Compliance VII.B.2 Sustainability |
| — | | VII.B.2 | Sustainability | New |
| VII.C.1 | Organizational Policies | VII.C.1 | Organizational Policies | |
| VII.C.2 | Intellectual Property | VII.C.2 | Intellectual Property | |
| VII.C.3 | Illegal Activity | VII.C.3 | Illegal Activity | |