



# **QUALITY MANAGEMENT 444**

**A2 & A3 Brief**

**2025**





## A2 & A3 Brief



19 – 23 August	5	22 August	9	11:00	13:00	Introduction to Quality Management Chapter 1 & 25
			10	14:00	17:00	Introduction to Quality Management Chapter 1 & 25

Chapter 1 (Introduction) - Slides  
Chapter 25 (Organization-wide  
assessment of quality) - Slides

26 - 30 August	6	29 August	11	11:00	13:00	Chapter 5, 15 & 16
			12	14:00	17:00	Chapter 5, 15 & 16

Chapter 5 (Quality improvement and  
breakthrough performance) – Slides

Chapter 15 (Six Sigma (DMAIC):  
Breakthrough to In-process  
effectiveness – Textbook & slides

Chapter 16 (Root cause analysis  
methods) – Textbook



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16 – 20 September	7	19 September	13	11:00	13:00	A1 Feedback
			14	14:00	17:00	Chapter 4 & 17 Chapter 6
23 – 27 September	8	26 September	15	11:00	13:00	Chapter 4 & 17 Chapter 6
			16	14:00	17:00	Chapter 7 & 8

Chapter 4 (Quality planning and design for new goods and services) - Textbook (up to before 'Juran Quality by Design Model sub-steps) + Slides

Chapter 17 (Continuous innovation using design for six sigma) - Textbook (up to before 'Evolution of design and Innovation Methods) + Slides

Chapter 6 (Quality Control) – Textbook (up to "Take action on the difference (thus up to before 'The Pyramid of Control) + Slides

Chapter 7 (Strategic planning & performance excellence) – Textbook (up to 'Deployment of goals' (you can leave out Hoshin Kanri / Hoshin Planning)) + Slides

Chapter 8 (Organization Roles) - Slides



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30 September – 4 October	9	3 October	17	11:00	13:00	Chapter 24
			18	14:00	17:00	Chapter 24

Chapter 24 (Inspection, test and measurement) – Slides

7 – 11 October	10	10 October	19	11:00	13:00	Chapter 20
			20	14:00	17:00	Chapter 20

Chapter 20 (Accurate and Reliable Data and Measurement systems (Only DoE)) – Slides & DoE section in textbook (20.7.7)

DoE theory



## A2 & A3 Brief – additional notes

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- Make sure that you have the textbook chapters downloaded before the A2 and/or A3 assessments
- Approx. 60/40 split
- Question type(s)