

Body of Knowledge

ASQ Quality Body of Knowledge Information Kit 2005-06

ASQ Quality Body of Knowledge Basics

To meet the knowledge and professional development needs of the quality community, ASQ has created the Quality Body of Knowledge (Q-BoK™). As the continually expanding assembly of information relating to quality management tools and systems, the Q-BoK contains both practical and academic content and data on defining, achieving, measuring, controlling and improving quality. The Q-BoK delivers valuable ideas and practical insights, theory and application, for use by individuals, groups, business units and communities, and entire enterprises. The Q-BoK includes:

- Quality definitions
- Technologies and tools
- Process management systems
- Forms of teamwork and training

Content in the Q-BoK comes from ASQ and many other sources in the form of books, journals, conference proceedings, certification bodies of knowledge, training materials and electronic and other multimedia resources.

Q-BoK Organization and Access

The Q-BoK is arranged in a variety of ways and made available through projects and publications like the following:

1. Learn About Quality

What is it? Web pages launched in July 2005 offer information to the public on select topics in quality. Initially **40 topics** available, organized in 6 categories.

Content for each topic includes:

- An overview of the topic, some featuring tutorial content.
- Full-text, electronic access to three related ASQ journal articles.
- Recommended related books, periodicals, courses and conferences.

Did you know?

The “Learn About Quality” pages are among the most popular on ASQ’s Web site!

How do I find it? Visit <http://www.asq.org/learn-about-quality/index.html> and select a category.

How can I participate?

- Contribute to developing overviews on “Learn About Quality” pages.
- Contact ASQ headquarters with ideas for new topic pages.
- E-mail the Body of Knowledge team with any tools, templates, content or case studies from the quality world that you would like to share: boksubmissions@asq.org.

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2. Division, Forum and Network Content

What is it? Information and content from 30-plus **industry-, topic- and interest-focused** ASQ communities. The offerings include:

- New and archived issues of electronic newsletters.
- Hundreds of articles.
- Conference proceedings and presentations.
- Meeting notes and information.
- Case studies and benchmarks.

Did you know?

Forum and Division sites have a new, improved search function that allows browsers to focus on Division- or Forum-Only, or ASQ-wide content.

How do I find it?

- A list of all Divisions and Forums is available online at: <http://www.asq.org/forums-divisions/>
- Communities of Quality can be accessed at: <http://www.asq.org/communities/index.html>
- View Divisions, Forums and Networks you belong to at: <http://www.asq.org/members/>

How can I participate? Go to any community site and use the “Submit an Article” feature to contribute content.

3. ASQ Quality Topics

What is it? **Bundles of articles** selected from ASQ publications and partner organizations, assembled monthly and available online for Regular, Senior and Fellow members.

- **6 topics** currently available, with more to come: Malcolm Baldrige National Quality Award, Customer Satisfaction, ISO 9000, Lean, New to Quality and Six Sigma.
- Each bundle contains 4 or more PDF articles.
- New topic bundles available the first of each month.
- Archived bundles remain permanently available.

Did you know?

There are already more than 350 articles available in the Quality Topics area!

How do I find it? Visit <http://www.asq.org/members/articlebundles/>.

How can I • Contribute ideas for new or improved Quality Topics content.

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- participate?*
- Share information from Quality Topics via newsletters and other ASQ Web sites.
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4. Magazine and Journal Articles

- What is it?*
- Articles published in **Quality Progress magazine since 1995** available online to ASQ Regular, Senior and Fellow members.
 - Articles published in ASQ's other periodicals, including **Six Sigma Forum Magazine, Quality Management Journal, Journal of Quality Technology, Software Quality Professional and Journal for Quality and Participation**. Journal subscribers can read all new and archived articles online. Regular members sign in with member numbers and passwords to read articles published before 2004.
 - Hundreds of online PDF articles from **ASQ annual conferences since 1997**.

- How do I find it?*
- Browse thousands of article abstracts, or search abstract database by subject, article title or author: <http://qic.asq.org/>.
 - Browse each journal. Visit <http://www.asq.org/pub/> and select a journal to view current issue's table of contents. Click on "previous issues" to access archived articles. Sign in with member number and password to read articles.
 - Browse titles from ASQ's Annual Quality Congress and World Conference on Quality and Improvement: <http://www.asq.org/members/news/aqc/>. Sign in with member number and password to read full-text articles.

Did you know?

ASQ now has a Google-based search engine to find hundreds of relevant articles on quality topics in seconds!

- How can I participate?*
- Become an author. Visit <http://www.asq.org/pub/> to see a list of journals. Select a journal title. Under "I want to..." menu, select "submit an article."
 - Become a peer reviewer.
 - Present at conferences.
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5. Content Organized by ASQ Target Markets

- What is it?* ASQ's www.asq.org site features quality resources organized by these key industry or interest types:

Education	Healthcare	Service
Government	Manufacturing	

Each category features several full-text case study articles available to all visitors, as well as a library of resources, related training, networking and news.

- How do I* Visit <http://www.asq.org/areas-of-use.html> and select Education, Government,

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find it? Healthcare, Manufacturing or Service.

How can I participate?

- Use the sample articles and case studies to help you advocate for quality in your own organization.
- Contribute to the quality stories in one or all areas.

6. Quality News Today

What is it? **Daily news articles** relating to quality are posted online for members and the public:

- **Up to 10 new articles each business day** from publications around the world.
- Articles remain archived in member-only area for approximately one month.

Did you know?

You can sign up for e-mail notification of new stories with the convenient, recently unveiled [Quality News RSS feed](#).

How do I find it?

- Visit <http://www.asq.org/members/> and sign in with member number and password.
- Select articles shared with nonmembers. Visit the Manufacturing, Service, Healthcare, Education and Government areas at www.asq.org and click on the “News” tab near the top of the page.

How can I participate?

- Make sure colleagues know that quality is newsworthy.
- Share news stories with other members by posting them on community Web sites or including them in newsletters.

7. Quality Press Books

What is it? ASQ Quality Press publishes more than **30 new books a year** and continually adds titles from other publishers to its inventory. Currently **more than 1,000 titles available**.

Did you know?

You can view sample chapters and full tables of contents from more than 110 books online: <http://qualitypress.asq.org/chapters/index.html>. All newly published Quality Press books offer sample chapters.

How do I find it? Visit the Quality Press online bookstore: <http://qualitypress.asq.org/>. Search for books by keyword, author, title, ISBN or item number, or browse titles by topical categories.

How can I

- Learn how to become a book author at

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participate?

<http://qualitypress.asq.org/author/index.html>

- Apply subject matter expertise to help evaluate manuscripts submitted for publication. Become a reviewer: <http://qualitypress.asq.org/reviewerapp.html>.
- Read any good books on quality lately? Let Quality Press know about books ASQ should offer.

8. Standards

What is it?

- The Quality Press bookstore contains **more than 100 standards products**, many available electronically.
- ASQ coordinates activities of the U.S. Standards Group on Quality, Environment, Dependability and Statistics, which is concerned with the development and effective use of generic and sector-specific standards.
- Technical Advisory Groups (TAGs) focus on representing U.S. interests in the development of international standards. ASQ Z1 subcommittees focus on the development of national standards and the adoption of international standards.
- The ASQ Standards Committee is the consensus body that advocates, coordinates, reviews and facilitates the development of standards (generic quality assurance and quality technology standards).
- ASQ is the newly announced Administrator of the U.S. Technical Advisory Group to the ISO Working Group on Social Responsibility.

How do I find it?

- View the complete list of standards products at the Quality Press bookstore; visit <http://qualitypress.asq.org/> and select “Standards” in the pull-down category menu.
- For information about the Standards Group and standards development, visit <http://standardsgroup.asq.org/about/overview.html>.

How can I participate?

Contact the standards coordinator at 800-248-1946; e-mail: standards@asq.org.

9. Certification Bodies of Knowledge and Sample Exams

What is it?

Downloadable PDF versions of Body of Knowledge (BoK) outlines available to the public for all **13 ASQ certifications**. Sample exams are also available for 7 certifications.

How do I find it?

Visit <http://www.asq.org/certification/index.html> for a listing of all certification types available. Click on individual certification types to access BoKs and exams.

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How can I participate?

- Share information about certification BoKs.
- Join a member team to support and update the current certification Bodies of Knowledge. Call ASQ and speak to the Certification work group.

Did you know?

There are member group teams forming to define and develop new non-certification Bodies of Knowledge. Email Pablo Baez at pbaez@asq.org to learn more.

10. Emerging Trends and Technologies

What is it?

- ASQ's **Research Initiative** focuses on knowledge, learning and research collaboration to achieve breakthrough progress in performance excellence. This corporate-directed research effort is supported by thought leaders from corporations, consultancies and academic institutions. Committees focus on topics including leadership, Six Sigma, innovation, Body of Knowledge, healthcare, higher education and government.
- Collaborative content creation through online technologies: ASQ member groups are piloting projects using **Wiki and blogging** technologies. Participants read and respond to each other online to exchange and build on shared ideas. Wider member access is planned for the future.
- New media for distributing quality content: **Webinars** are available through ASQ's training programs. **Podcasts** and other multimedia formats are also on the horizon.

How do I find it?

- ASQ's Wiki is currently only accessible to pilot volunteers, but a broader opening of the tool will be shared soon.
- Select Webinars are available free at <http://www.asq.org/webinars/index.html>.

How can I participate?

Join ASQ's Research Initiative, the Wiki or ASQ Blog activities. Let us know if you are using new technologies to create content about quality.

ASQ Q-BoK Contacts

For more information, to offer suggestions and to contribute to the many Q-BoK activities, call ASQ headquarters, 800-248-1946, and ask for:

- Bill Tony, ASQ Publisher and Leader of the Q-BoK Initiative (btony@asq.org, extension 8662)
- Noel Wilson, ASQ Body of Knowledge Administrator (nwilson@asq.org, extension 7304)
- Pablo Baez, ASQ Body of Knowledge Acquisitions Specialist (pbaez@asq.org, extension 7229)

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