Appendix E: List of Courses by Competency

Technical Competencies

T1  Life-cycle Management
    Army Maintenance Management
    Defense Inventory Management
    Depot Quality Operations
    Design for Manufacturing and Manufacturing for Product Reliability
    Logistics Management Development Course
    Managing Change
    Production Reliability Assurance
    Quality Assurance Orientation
    Quality Assurance Provisions Engineering
    Test Evaluation Organization and Responsibilities

T2  Q&RA Standards and Procedures
    ASQC Certified Quality Manager (CQM) Examination Refresher Course
    Depot Quality Operations
    Failure Mode & Effects Analysis (FMEA)
    In-Plant Quality Assurance
    Internal Auditing for ISO 9000 and QS-9000
    Internal Auditor Training
    Introduction to Reliability, Availability, and Maintainability
    Nondestructive Testing
    Process Management
    Product Quality Management
    Purchasing
    Quality Assurance Orientation/Item Familiarization
    Quality Assurance Orientation
    Standards and Calibrations Laboratories: Principles and Practice
    Statistical Analysis
    Statistical Process Control
    Statistical Process Control Chart Interpretation
    Statistical Process Control (SPC) and Team Building
    Technical Data Package Development/Preparation
    User Reporting
T3  Defense/Army-Specific Q&RA Publications/ Documentation
   ASQC Certified Quality Manager (CQM) Examination Refresher Course
   Department of the Army Publications
   In-Plant Quality Assurance
   Introduction to Reliability, Availability, and Maintainability
   Procurement Quality Assurance
   Quality Assurance Orientation
   Specifications and Standards
   Technical Data Package Development/Preparation

T4  Development of Q&RA Standards and Procedures
   ASQC Certified Quality Manager (CQM) Examination Refresher Course
   Procurement Quality Assurance
   Product Quality Management
   Quality Assurance for Commercial Activities
   Quality Assurance Provisions Engineering
   Specifications and Standards
   Technical Data Package Development/Preparation

T5  Application of Q&RA Standards and Procedures
   ASQC Certified Quality Manager (CQM) Examination Refresher Course
   Department of the Army Publications
   Depot Quality Operations
   Design for Manufacturing and Manufacturing for Product Reliability
   Engineering Drawing Interpretations and Technical Data Packages
   Engineering Print Reading I: Principles
   Failure Mode & Effects Analysis (FMEA)
   In-Plant Quality Assurance
   Internal Auditing for ISO 9000 and QS-9000
   Internal Auditor Training
   Process Management
   Procurement Quality Assurance
   Product Quality Management
   Purchasing
   Research Project
   Specifications and Standards
   Statistical Process Control

T6  Manufacturing Processes and Procedures
   Army Maintenance Management
   Basic Electronics For Non Electronic Engineers
   Department of the Army Publications
   Depot Operations Management
   Environmental Stress Testing for Product Reliability
   Equipment Familiarization
   Functional Gaging & Inspection Techniques
Appendix E: List of Courses by Competency

Introduction to Machining Processes
Introduction to Metal Fabrication Processes
Manufacturing Process Quality Reviews
Nondestructive Testing
Precision Mechanical Measuring Techniques
Process Management
Production Reliability Assurance

T7 Repair, Maintenance, and Overhaul
Army Maintenance Management
Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
Department of the Army Publications
Depot Operations Management
Depot Quality Operations
Introduction to Army in the Field
Nondestructive Testing
Process Management
Soldering Techniques & Printed Circuit Board Repair

T8 Special Processes
Basic Corrosion
Contamination Control - Fundamentals, Engineering and Applications
Corrosion Control
Corrosion of Aging Aircraft
Electro-Static Discharge/Electrical Overstress in the Electronics Factory
Environmental Stress Testing for Product Reliability
Introduction to Machining Processes
Introduction to Metal Fabrication Processes
Nondestructive Testing
Process Management
Production Reliability Assurance
Soldering Techniques & Printed Circuit Board Repair

T9 Commodity
Advanced Commodity Training
Basic Commodity Training
Basic Corrosion
Basic Electronics For Non Electronic Engineers
Corrosion Control
Corrosion of Aging Aircraft
Depot Operations Management
Electro-Static Discharge/Electrical Overstress in the Electronics Factory
Environmental Stress Testing for Product Reliability
Functional Gaging & Inspection Techniques
Introduction to Machining Processes
Introduction to Metal Fabrication Processes
Nondestructive Testing
Quality Assurance Orientation/Item Familiarization
Soldering Techniques & Printed Circuit Board Repair

T10  **Skill in Interpretation of Technical Data**
Basic Electronics For Non Electronic Engineers
Defense Specification Management
Department of the Army Publications
Engineering Drawing Interpretations and Technical Data Packages
Engineering Print Reading I: Principles
Geometric Dimensioning and Tolerancing
Military Standards
Precision Mechanical Measuring Techniques
Principles of Engineering Drawing Interpretation
Quality Assurance Provisions Engineering
Technical Data Package Development/Preparation

T11  **Inspection and Testing of Materials, Products and Services for Acceptance and/or Compliance**
Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
Functional Gaging & Inspection Techniques
Gage Metrology
Military Standards
Nondestructive Testing
Planning and Conducting Management Audits and Studies
Precision Mechanical Measuring Techniques
Quality Assurance Provisions Engineering
Reliability: A Practical Approach
Reliability: Failure Analysis Techniques and Sneak Analysis
Standards and Calibrations Laboratories: Principles and Practice
Test and Evaluation of Army Materiel
Test Evaluation Organization and Responsibilities

T12  **Evaluation of Processes for Acceptance and/or Compliance**
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
Corrective Action, Complaints, Quality Records, and Training
Depot Operations Management
Equipment Familiarization
Evaluating the Measurement Process
Failure Mode & Effects Analysis (FMEA)
In-Plant Quality Assurance
Nondestructive Testing
Planning and Conducting Management Audits and Studies
Process Management
Reliability: Failure Analysis Techniques and Sneak Analysis
Soldering Techniques & Printed Circuit Board Repair

**T13 Non-Compliance Resolution**
Corrective Action, Complaints, Quality Records, and Training
In-Plant Quality Assurance
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Quality Assurance for Commercial Activities
Quality Information Systems
User Reporting

**T14 Trends in Quality and Reliability Management**
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Design for Manufacturing and Manufacturing for Product Reliability
Environmental Stress Testing for Product Reliability
Introduction to Reliability, Availability, and Maintainability
Total Quality Management (TQM)

**T15 Marketing and Sales**
Oral Communication

**T16 Auditing Skills/Techniques**
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Engineering Drawing Interpretations and Technical Data Packages
Engineering Print Reading I: Principles
In-Plant Quality Assurance
Internal Auditing for ISO 9000 and QS-9000
Internal Auditor Training
Leadership and Team Building
Manufacturing Process Quality Reviews
Oral Communication
Planning and Conducting Management Audits and Studies

**T17 Software QA Standards and Procedures**
Defense Specification Management
Software Quality Assurance

**T18 Statistical Principles and Applications**
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Evaluating the Measurement Process
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Process Management
Statistical Analysis
Statistical Process Control
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Statistical Process Control for Short Runs
Statistical Quality Control
Statistical Quality Control and Reliability
Tools for QA-9000

T19 Sampling
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Quality Assurance for Commercial Activities
Statistical Analysis
Statistical Process Control
Statistical Process Control for Short Runs
Statistical Quality Control
Statistical Quality Control and Reliability

T20 Analysis Using Statistical Concepts and Methods
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Evaluating the Measurement Process
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Production Reliability Assurance
Statistical Analysis
Statistical Process Control
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Statistical Quality Control
Statistical Quality Control and Reliability
Tools for QA-9000
Total Quality Management (TQM)

T21 Continuous Improvement Tools
ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Evaluating the Measurement Process
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Total Quality Management (TQM)
Appendix E: List of Courses by Competency

T22  Defense Contracting
    Acquisition and Contracting
    Contracting Officer's Representative Course
    Defense Contracts Management for Technical Personnel
    In-Plant Quality Assurance
    Management of Defense Acquisition Contracts (Basic)
    Procurement Quality Assurance
    Product Quality Management
    Quality Assurance Provisions Engineering

T23  Security Assistance/Foreign Military Sales
    Leadership and Team Building
    Management of Defense Acquisition Contracts (BASIC)
    Oral Communication
    Product Quality Management

T24  Management of Hazardous Material
    Army Maintenance Management
    Depot Operations Management

T25  Logistics Quality
    Army Maintenance Management
    Commodity Command Standard System (CCSS)
    Decision Risk Analysis for Logisticians Course
    Defense Inventory Management
    Depot Operations Management
    Depot Quality Operations
    Integrated Logistics Support
    Introduction to Army in the Field
    Logistics Management Development Course
    Preservation and Packaging

T26  Release Policies and Procedures
    Product Quality Management

T27  Configuration Management
    Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
    Configuration Management
    Defense Specification Management
    Design Control
    Design for Manufacturing and Manufacturing for Product Reliability
    Engineering Drawing Interpretations and Technical Data Packages
    Engineering Print Reading I: Principles

T28  Fielding
Integrated Logistics Support
Introduction to Army in the Field
Logistics Management Development Course
Provisioning

T29  **Classified and Controlled Documents**

T30  **Safety**

Process Management

T31  **Environmental Protection**

Environmental Policy
Introduction to ISO 14000
ISO 14000 Implementation
Understanding and Tailoring Environmental Testing Specifications

**Professional Competencies**

P1  **Integrity/Honesty**

Human Behavior in Organizations
Management of Managers

P2  **Reading**

Principles of Engineering Drawing Interpretation
Quality Assurance Provisions Engineering
Supervisory Planning and Control Techniques
Technical Data Package Development/Preparation

P3  **Oral Communication**

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Oral Communication
Planning and Conducting Management Audits and Studies
Working Internationally

P4  **Interpersonal Skills**

Advanced Management Course
Human Behavior in Organizations
Leadership and Team Building
Management of Managers
Managerial Development Course
Statistical Process Control (SPC) and Team Building
Total Quality Management (TQM)
Working Internationally
Appendix E: List of Courses by Competency

P5 Teamwork/Team Building
- Advanced Management Course
- Human Behavior in Organizations
- Leadership and Team Building
- Management of Managers
- Statistical Process Control (SPC) and Team Building
- Total Quality Management (TQM)

P6 Writing
- Administrative Systems Analysis and Design
- Administrative Systems Procedures, Analysis, and Design
- Effective Writing
- Planning and Conducting Management Audits and Studies
- Quality Assurance Provisions Engineering
- Working Internationally
- Written Communication

P7 Attention to Detail
- Management of Defense Acquisition Contracts (Basic)
- Manufacturing Process Quality Reviews
- Quality Assurance Provisions Engineering

P8 Reasoning
- Administrative Systems Analysis and Design
- Administrative Systems Procedures, Analysis, and Design
- Decision Risk Analysis for Logisticians Course
- Economic Analysis for Managers
- Managerial Development Course
- Planning and Conducting Management Audits and Studies
- Problem-Solving Tools for Quality Improvement
- Process Improvement Tools
- Research Project
- Statistical Process Control Chart Interpretation
- Statistical Process Control (SPC) and Team Building
- Statistical Quality Control
- Statistical Quality Control and Reliability
P9  **Problem Solving**

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Decision Risk Analysis for Logisticians Course
Economic Analysis for Managers
Human Behavior in Organizations
Managerial Development Course
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Research Project
Statistical Analysis
Statistical Process Control
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Statistical Quality Control
Statistical Quality Control and Reliability
Total Quality Management (TQM)
Written Communication

P10  **Decision Making**

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Decision Risk Analysis for Logisticians Course
Economic Analysis for Managers
Financial Management
Financial Planning and Control Techniques
Human Behavior in Organizations
Managerial Development Course
Productivity Orientation Seminar

P11  **Self-Management**

Human Behavior in Organizations

P12  **Planning**

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Economic Analysis for Managers
Management of Managers
Managerial Development Course
Managing Change
Productivity Orientation Seminar
Supervisory Planning and Control Techniques

P13  **Technology Application**

Management Information Systems
Quality Information Systems
Appendix E: List of Courses by Competency

P14 Information Management
  - Management Information Systems
  - Quality Information Systems
  - Supervisory Planning and Control Techniques

P15 Organizational Awareness and Role of Q&RA Specialist
  - Management of Defense Acquisition Contracts (BASIC)
  - Product Assurance and Test
  - Product Quality Management
  - Quality Assurance Orientation/Item Familiarization

P16 Flexibility
  - Human Behavior in Organizations
  - Managerial Development Course
  - Working Internationally

P17 Learning
  - Human Behavior in Organizations
  - Total Quality Management (TQM)
  - Working Internationally

P18 Customer Service
  - Corrective Action, Complaints, Quality Records, and Training
  - Planning and Conducting Management Audits and Studies
  - Working Internationally

P19 Leadership
  - Advanced Management Course
  - Human Behavior in Organizations
  - Leadership and Team Building
  - Management of Managers
  - Total Quality Management (TQM)

P20 Teaching Others
  - Human Behavior in Organizations

P21 Influencing, Consensus-Building and Negotiating
  - Advanced Management Course
  - Human Behavior in Organizations
  - Leadership and Team Building

P22 Managing Human Resources
  - Advanced Management Course
  - Management of Managers
Productivity Orientation Seminar
Supervisory Planning and Control Techniques

P23 **Conflict Management**
Advanced Management Course
Human Behavior in Organizations
Management of Managers

P24 **Financial Management**
Advanced Management Course
Economic Analysis for Managers
Financial Management
Financial Planning and Control Techniques
Supervisory Planning and Control Techniques

P25 **Professionalism**
Oral Communication
Working Internationally

P26 **Stress Tolerance**
Management of Managers

P27 **Creative Thinking**
Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Managing Change
Working Internationally