

# NSE ACADEMY CERTIFIED QUALITY ANALYST (NCQA)

## COURSE DETAILS

### ABOUT THE COURSE

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This course is developed by SSA Business Solutions (P) Ltd.

The NSE Academy Certified Quality Analyst (NCQA) is a finance professional who has knowledge of quality tools and their uses and is involved in quality improvement projects but doesn't necessarily come from a traditional quality area. NCQA modules have been prepared with a view to provide candidates the required application level knowledge and skills on quality thinking and quality tools such as Lean, 7 Steps of Problem Solving, Data Analysis Tools, and basics of Six Sigma in their everyday work. On successful completion of the course, the candidate should gain proficiency in executing small quality improvement projects, including collecting and analyzing voice of customer, gathering and analyzing data and re-engineering processes with a view to improving their efficiency and effectiveness.

### Why should one take this course?

- To understand how quality relates to a professional in the finance world
- To understand the business relevance of Customer Focus and Quality
- To learn to apply data analysis and decision-making tools in everyday work
- To develop an understanding of various popular problem-solving tools and methodologies and learn a systematic approach to Quality Improvement
- To learn how to calculate productivity, and identify & eliminate different types of waste in the process
- To gain recognition through the coveted NCFM certification process

### Who will benefit from this course?

- Finance professionals from industries like Banking, NBFC, IT, Outsourcing, Auditing, Broking etc.
- Professionals from any service industry/ Finance function within a manufacturing industry
- Anyone interested in enhancing their Quality and Analytical skills
- Students aspiring to make a career in Finance Industry

### What do you need to get started?

- Keenness to learn

**ENROLMENT PROCESS:** *You can skip this step if you already have an NCFM registration number*

Remember, you need to complete SSA’s training and then undergo NCFM’s NCQA test. So, you need to register with both SSA and NSE. Just follow these simple steps:  
Register here (<https://www.enit.co.in/ORE/OREregisterCandidate.jsp>) to get your NCFM registration number.

### Not Registered with SSA?

- Enroll for the course
- Access SSA-NCQA e-learning module
- Complete the online course
- Supply SSA with the NCFM registration number
- Appear for NCQA test on NSE website

### Already registered with SSA?

- Access SSA-NCQA e-learning module
- Complete the online course
- Supply SSA with the NCFM registration number
- Appear for NCQA test on NSE website

### PRICING AND WHAT YOU GET

| SSA Training                  | What you get  | NCQA Certification            | What you get  |
|-------------------------------|---|-------------------------------|---|
| ₹ 3,500<br>(Inclusive of GST) | <ul style="list-style-type: none"> <li>• High quality E-learning access for 3 months.</li> <li>• Courses written by industry experts</li> </ul> | ₹ 2,006<br>(Inclusive of GST) | <ul style="list-style-type: none"> <li>• Write the certification exam at NCFM centres across India, on any available date</li> <li>• An industry recognized Certification in NCQA, which is valid for lifetime</li> </ul> |

#### Note:

You need to pay for the SSA training first, at the time of purchase of the course. You will be directed to pay for the NCQA certification exam thereafter, at the time of booking the date.

For more information, Call SSA at 9820550788 or Email [marketing@ssa-solutions.com](mailto:marketing@ssa-solutions.com)

**COURSE DETAILS:**

| Topic                                | Sub - topic                  | Learning outcomes   | Approx Study Time (25 hrs) |
|--------------------------------------|------------------------------|---|----------------------------|
| Introduction                         | Introduction                 | -   | -                          |
| Introduction to quality              | History and Evolution        | <ul style="list-style-type: none"> <li>List the important milestone in the process of quality evolution</li> </ul>  | 1 hr                       |
| Quality in current Business scenario | The Indian business scenario | <ul style="list-style-type: none"> <li>Outline the current Indian scenario</li> <li>Identify the key performance indicators</li> <li>Associate performance indicators with financial performance</li> </ul> | 4 hrs                      |
|                                      | Role of Quality              | <ul style="list-style-type: none"> <li>List the elements of quality</li> <li>Associate customer satisfaction with quality</li> </ul>  |                            |
| Basics of Quality                    | Quality Gurus                | <ul style="list-style-type: none"> <li>Define quality</li> <li>Identify the approaches of different gurus of quality</li> </ul>   | 8 hrs                      |
|                                      | Cost of Quality              | <ul style="list-style-type: none"> <li>Define cost of quality</li> <li>Identify how cost of quality is measured</li> <li>Identify the impact that cost of quality has on an organisation</li> </ul>         |                            |
|                                      | Factors affecting Quality    | <ul style="list-style-type: none"> <li>Outline the various factors that affect quality in an organisation</li> </ul>  |                            |
|                                      | Quality Control methods      | <ul style="list-style-type: none"> <li>Define process</li> <li>Define process mapping</li> <li>List the different types of process maps</li> </ul>  |                            |
|                                      |                              | <ul style="list-style-type: none"> <li>Identify the ways of eliminating wastage in various processes</li> <li>State the importance of measuring performance towards process improvement</li> </ul>          |                            |

| Topic                                      | Sub - topic                  | Learning outcomes  | Approx Study Time (25 hrs) |
|--|------------------------------|--|----------------------------|
| Continuous improvement and Problem solving | Continuous Improvement cycle | <ul style="list-style-type: none"> <li>Explain the continuous improvement cycle</li> </ul>   | 12 hrs                     |
|  | Systematic problem solving   | <ul style="list-style-type: none"> <li>Define a problem</li> <li>Identify the types of problems</li> <li>State the systematic approach to problem solving</li> <li>State the method of identifying a problem</li> <li>Identify the tools for problem solving</li> <li>Explain the prioritisation matrix</li> </ul> |                            |
|  | Problem solving & QC tools   | <ul style="list-style-type: none"> <li>List the seven steps of problem solving</li> <li>Associate the various tools of problem solving with each step</li> </ul>   |                            |
|  | DMAIC                        | <ul style="list-style-type: none"> <li>Define DMAIC</li> <li>Compare DMAIC with the seven steps of problem solving</li> </ul>  |                            |

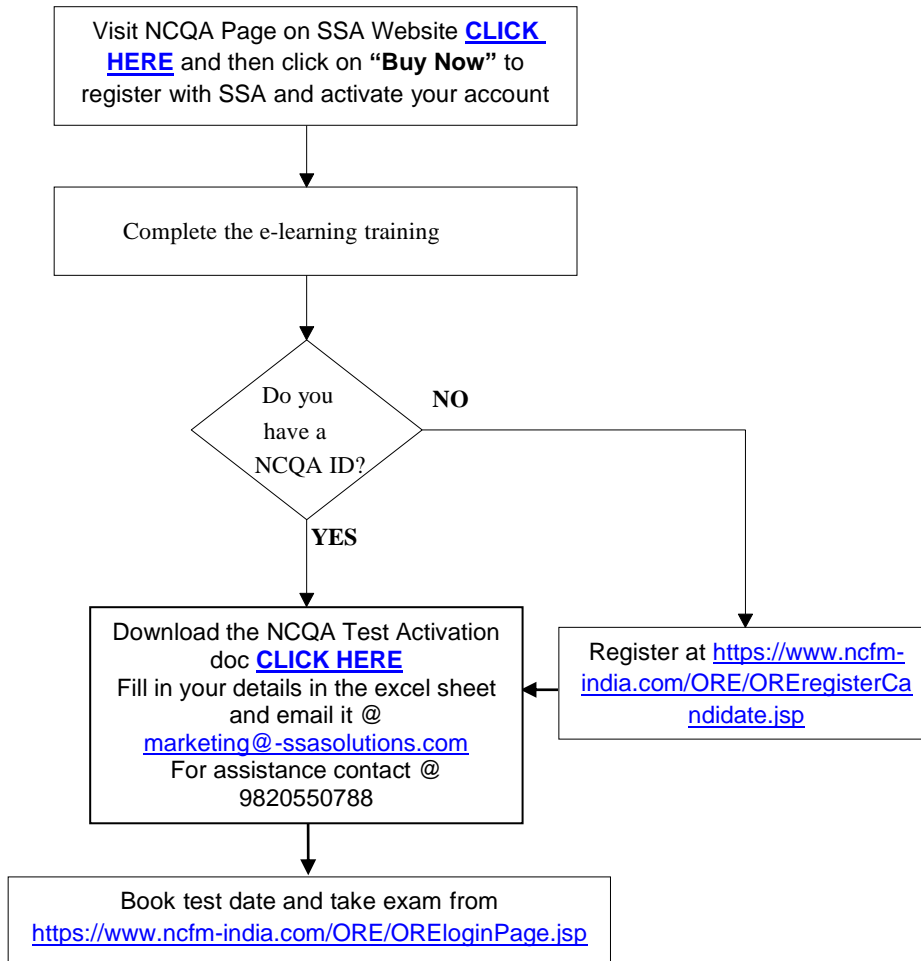
### EXAMINATIONS & CERTIFICATION DETAILS

| Name of Module                               | Test Duration (in minutes) | No. of Questions | Maximum Marks | Pass Marks (%) | Certificate Validity | Negative Marking |
|--|----------------------------|------------------|---------------|----------------|----------------------|------------------|
| NSE Academy Certified Quality Analyst (NCQA) | 120                        | 60               | 100           | 50             | Lifetime validity    | Yes              |

#### Note:

- Upon successful completion of the test the participant will get the softcopy of the certificate online immediately
- If the participant does not clear the test, then he/she can reappear the test by paying the examination fee of Rs. 2,006 (Inclusive of GST)

**REGISTRATION PROCESS FLOW**



**THANK YOU FOR ENROLLING FOR THE PROGRAM**

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| <p><b>FOR SUPPORT OR MORE INFO</b></p> <p><b>CONTACT</b><br/>09820550788 / 022 25685494 / <a href="mailto:marketing@ssa-solutions.com">marketing@ssa-solutions.com</a></p> | <p><b>TO LEARN ABOUT OUR OTHER CERTIFICATION COURSES</b></p> <p><b>Visit</b><br/><a href="http://www.ssa-solutions.com">www.ssa-solutions.com</a></p> |
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