

Apply by  
24 January 2024

 CQI |  IRCA  
INTERNATIONAL  
**QUALITY**  
AWARDS **24**  
PART OF QUALITY LIVE

#CQIQualityAwards



# The awards

Spanning eight major categories, the International Quality Awards are designed to recognise and reward the contribution of quality professionals, teams and entire organisations across the globe. To ensure the highest level of rigour, a panel of subject matter experts will judge each category.

## Key dates

**8 November 2023**

Entries open

---

**24 January 2024**

Applications close

---

**29 January**

Judging process phase one begins

---

**16 February**

Judging process phase one ends

---

**11 – 29 March**

Finalists online interviews

---

**20 June**

Winners announced at the live ceremony at Quality Live

## Who should apply?

There is a category for everybody. CQI members, IRCA registered auditors, non-members of our institute, teams and organisations are welcome to apply. All awards have different criteria and marking schemes to fit various career stages and organisational contexts.

Please read the details of the categories and decide which one you are best qualified for – you may enter more than one category.

Along with completing an application for yourself, consider if you can support an entry from someone you coach, your manager, your colleague, your quality team, or even your whole organisation.

## Why apply?

- Show leadership in quality within your organisation
- Tell your story for the benefit of other quality professionals
- Help industry gain a better understanding of the contribution that quality professionals and auditors make to organisations
- Feature in promotional activities if you become a finalist
- Collect a trophy at the awards ceremony and feature in Quality World magazine if you become a winner
- Receive recognition from influencers and peers within the profession and across industry.



## Emerging Talent

The quality professional who, within the first five years of their career, has demonstrated the greatest impact on their organisation through the application of their knowledge and skills in the CQI Profession Map areas of Governance, Assurance, Improvement and Leadership.

## Digital Innovation

The initiative which best demonstrates the use of innovative digital solutions in quality management to solve business process challenges and improve quality outcomes.

## Sustainability Impact

The initiative which best translates environmental, social and governance policy and objectives to improve process, product and service outcomes for existing and future stakeholders.

## Quality Professional of the Year

The quality professional who has demonstrated the greatest impact on their organisation through the application of their knowledge and skills in the CQI Profession Map areas of Governance, Assurance, Improvement and Leadership. **Entrants must be chartered members or chartered fellows.**

## Quality Team of the Year

The quality team that has demonstrated the greatest impact on their organisation, through the application of their knowledge and skills in the CQI Profession Map areas of Governance, Assurance, Improvement and Leadership.

## Quality Organisation of the Year

The organisation which best exhibits a culture of quality and puts it at the heart of everything they do.

## CQI Volunteer of the Year

An individual or team whose commitment to volunteering has made a significant impact on the CQI, its members and/or the wider profession.

## Outstanding Contribution to Quality Management Practice

An individual or organisation that has made a significant and lasting contribution to the quality management discipline with clear consequential benefit to society, in any one or more of the following domains:

- Academic thinking
- Education
- Policy
- Practice.

Nominees do not have to be a member of the CQI or IRCA. This is an honorary award and therefore not open to public entries.

# The entry process

## Entry details

All entries are completed online. Visit [quality.org/IQA24](https://quality.org/IQA24) to submit an entry.

You may apply for more than one award and enter as many categories as you wish as long as you meet the criteria of each category.

If you want to apply for multiple categories, you must fill in a separate form for each one.

There is a **set fee of £299 +VAT** per entry, although exemptions apply\*

Ensure to complete all questions and support your application with robust data.

### Submission allowance:

Emerging Talent, Digital Innovation, Sustainability Impact, Quality Professional of the Year and Quality Team of the Year: 1,500 words and up to six supporting slides.

Quality Organisation of the Year: 2,000 words and up to eight supporting slides.

If your submission contains confidential or sensitive information, you should clearly state this on your application.

## Supporting slides

You may attach up to six PowerPoint slides to support your application (eight for Quality Organisation of the Year).

These should provide additional information or data which supports your written application. For example, you may wish to include an organisation chart to support your context, or images and graphs which provide data.

Do not include hyperlinks or videos in your slides as the judges will not take these into consideration.

## Judging process

**Phase one:** For each category, a panel of three judges evaluates and scores all applications and selects a shortlist of finalists. This is done via our third-party platform, Zealous.

**Phase two:** Finalists will be invited to attend an online interview with the category judges who reviewed their entries.

All finalists will hold their interview online, using either MS Teams or Zoom. The interview lasts up to an hour and the judges can question finalists on any aspect of their submission. At the interview, candidates are given the opportunity to elaborate on their written entries.

The judging panel decides on the winner of each category after interviewing all candidates. CQI Volunteer of the Year and Outstanding Contribution to Quality Management Practice do not include an interview process.

All winners are revealed at the live awards ceremony on 20 June.

## \*Entry fees

The Emerging Talent and Quality Professional of the Year categories are free for individuals to enter.

If you are applying on behalf of an organisation which is a corporate member or corporate partner of the CQI, entry is free.

For all other entries, there is a fee of **£299+VAT** which is payable by credit or debit card when you submit your application.



# Award criteria and marking scheme

| Category        | Criteria           | Marking scheme   |                                       |
|-----------------|--------------------|--|---------------------------------------|
| Emerging Talent | <b>Context</b>     | What impact have you made on your organisation, through the way(s) in which you have applied your understanding of its context to how you do your job? | 10 marks approach<br>10 marks results |
|                 | <b>Governance</b>  | How have you made an impact on your organisation through your approach to meeting its governance requirements?   | 10 marks approach<br>10 marks results |
|                 | <b>Assurance</b>   | How have you made an impact on your organisation through your approach to meeting its assurance requirements?  | 10 marks approach<br>10 marks results |
|                 | <b>Improvement</b> | How have you made an impact on your organisation through your approach to meeting its improvement requirements?  | 10 marks approach<br>10 marks results |
|                 | <b>Leadership</b>  | How have you made an impact on your organisation through your leadership behaviours?   | 10 marks approach<br>10 marks results |

Please provide evidence to support each criteria. You have a total of 1,500 words and can submit six supporting slides.

| Category           | Criteria                        | Marking scheme  |                                       |
|--------------------|---------------------------------|---|---------------------------------------|
| Digital Innovation | <b>Context and analysis</b>     | How was governance used to identify the opportunity for improvement and to ensure that it supported the organisation's business strategy?               | 10 marks approach<br>10 marks results |
|                    | <b>Delivery</b>                 | How was assurance used to plan the implementation of the initiative and to ensure that it successfully delivered the desired business outcomes?         | 10 marks approach<br>10 marks results |
|                    | <b>Technology</b>               | How was appropriate technology/data selected that ensured that it best supported the delivery of desired business outcomes?                             | 10 marks approach<br>10 marks results |
|                    | <b>Quality management</b>       | How were quality management practice and tools applied, or adapted, in a digital context, to ensure that business outcomes were delivered successfully? | 10 marks approach<br>10 marks results |
|                    | <b>Learning and improvement</b> | How will this initiative be sustained and how will lessons learned be applied to improve the success of future digital initiatives?                     | 10 marks approach<br>10 marks results |

Please provide evidence to support each criteria. You have a total of 1,500 words and can submit six supporting slides.



| Category              | Criteria                 |   | Marking scheme                        |
|-----------------------|--------------------------|---|---------------------------------------|
| Sustainability Impact | Context                  | How did you identify the key environmental, social and governance matters that would impact your organisation's ability to deliver to existing and future stakeholders? And how does your approach align with the UN's Sustainable Development Goals? | 10 marks approach<br>10 marks results |
|                       | Delivery                 | How was assurance used to plan the implementation of the initiative and to ensure that it successfully delivered the desired business outcomes?   | 10 marks approach<br>10 marks results |
|                       | Quality management       | How have you used your quality management system to embed a culture of sustainability?  | 10 marks approach<br>10 marks results |
|                       | Analysis and evaluation  | How have you chosen and established a systematic approach to the collection, analysis, and review of available information, in order to support improvement of your sustainability performance?   | 10 marks approach<br>10 marks results |
|                       | Learning and improvement | How will this initiative be sustained and how will lessons learned be used to improve the success of future sustainability initiatives?   | 10 marks approach<br>10 marks results |

Please provide evidence to support each criteria. You have a total of 1,500 words and can submit six supporting slides.

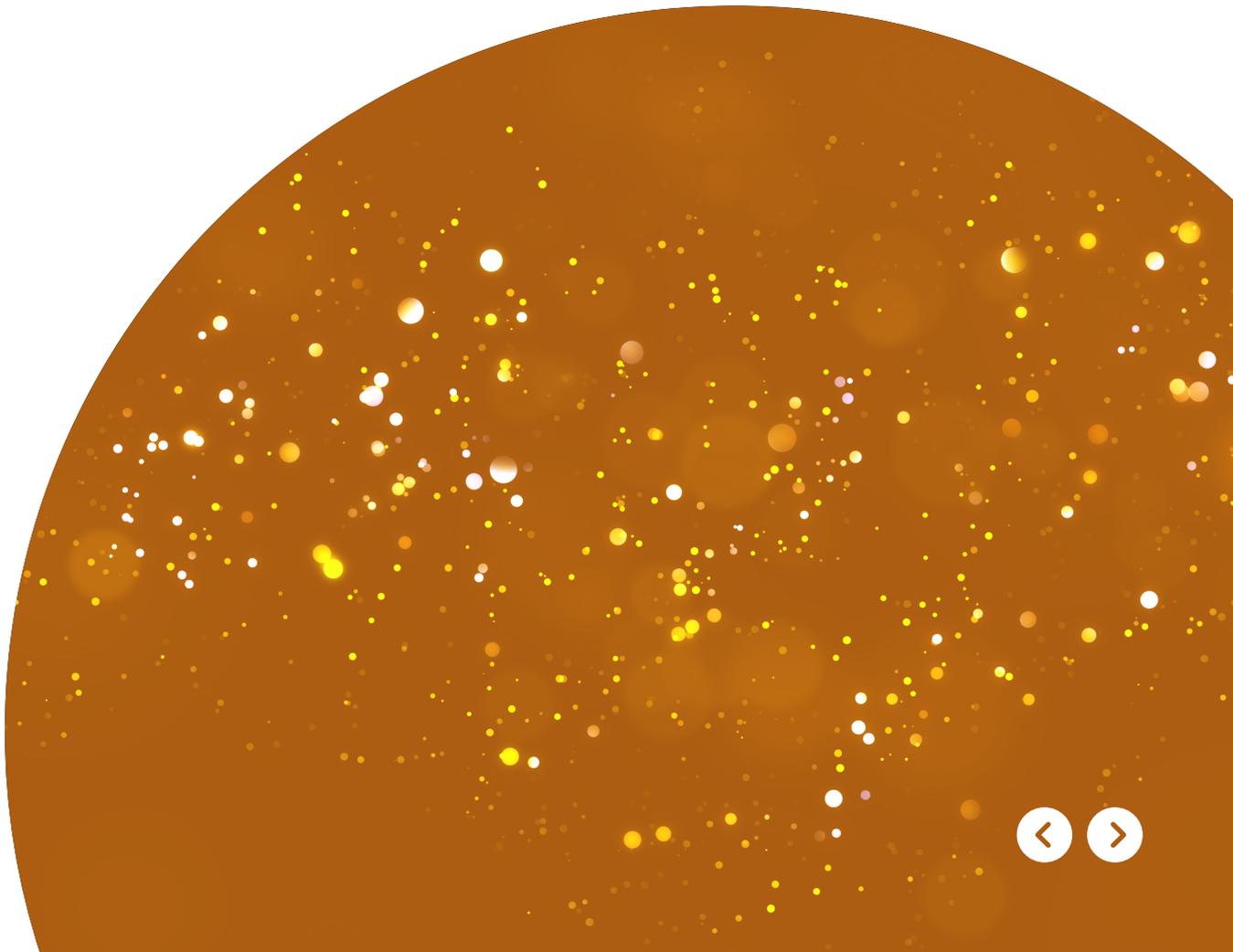
| Category                         | Criteria    |  | Marking scheme                        |
|----------------------------------|-------------|--|---------------------------------------|
| Quality Professional of the Year | Context     | What impact have you made on your organisation, through the way(s) in which you have applied your understanding of its context to how you do your job? | 10 marks approach<br>10 marks results |
|                                  | Governance  | How have you made an impact on your organisation through your approach to meeting its governance requirements?   | 10 marks approach<br>10 marks results |
|                                  | Assurance   | How have you made an impact on your organisation through your approach to meeting its assurance requirements?  | 10 marks approach<br>10 marks results |
|                                  | Improvement | How have you made an impact on your organisation through your approach to meeting its improvement requirements?  | 10 marks approach<br>10 marks results |
|                                  | Leadership  | How have you made an impact on your organisation through your leadership behaviours?   | 10 marks approach<br>10 marks results |

Please provide evidence to support each criteria. You have a total of 1,500 words and can submit six supporting slides.



| Category                 | Criteria           | Marking scheme  |                                       |
|--------------------------|--------------------|---|---------------------------------------|
| Quality Team of the Year | <b>Context</b>     | What impact has your team made on your organisation, through the way(s) in which you have applied your understanding of its context to how your team functions? | 10 marks approach<br>10 marks results |
|                          | <b>Governance</b>  | How has your team made an impact on your organisation through its approach to meeting its governance requirements?  | 10 marks approach<br>10 marks results |
|                          | <b>Assurance</b>   | How has your team made an impact on your organisation through its approach to meeting its assurance requirements?   | 10 marks approach<br>10 marks results |
|                          | <b>Improvement</b> | How has your team made an impact on your organisation through its approach to meeting its improvement requirements?   | 10 marks approach<br>10 marks results |
|                          | <b>Leadership</b>  | How has your team made an impact on your organisation through its leadership behaviours?  | 10 marks approach<br>10 marks results |

Please provide evidence to support each criteria. You have a total of 1,500 words and can submit six supporting slides.



| Category                         | Criteria                                    | Marking scheme  |                                       |
|----------------------------------|---|---|---------------------------------------|
| Quality Organisation of the Year | <b>Interested parties</b>                   | How have you determined interested parties, their needs and expectations and their individual potential impacts on the organisation's performance considering the long-term objectives of the organisation?   | 10 marks approach<br>10 marks results |
|                                  | <b>Quality culture</b>                      | How have you determined, implemented and communicated the organisation's mission, vision and values, and promoted an aligned culture at all levels within the organisation?   | 10 marks approach<br>10 marks results |
|                                  | <b>Leadership</b>                           | How does top management demonstrate leadership, commitment and strategy within the organisation and maintain the unity of purpose, quality and direction? Explain how you create an environment where people are engaged and committed, and have the necessary resources, training and authority to act with accountability in supporting the organisation's objectives.  | 10 marks approach<br>10 marks results |
|                                  | <b>Process management</b>                   | How have you employed the process approach in a coherent system in order to achieve your objectives? How are processes proactively managed to ensure that they are effective, efficient and monitored?  | 10 marks approach<br>10 marks results |
|                                  | <b>Resource management</b>                  | How have you determined and managed the resources* needed to achieve the organisation's strategic objectives? Explain how you considered the associated risks and opportunities and their potential effects.<br>*Examples of key resources include:<br>a) financial resources<br>b) people<br>c) organisational knowledge<br>d) technology<br>e) infrastructure, such as equipment, facilities, energy and utilities<br>f) the environment for the organisation's processes<br>g) the materials needed for the provision of products and services<br>h) information<br>i) resources provided externally, including subsidiaries and partnerships<br>j) natural resources. | 10 marks approach<br>10 marks results |
|                                  | <b>Analysis and evaluation</b>              | How have you established a systematic approach to collect, analyse and review available information and used this information to update your context, policies, strategy and objectives as needed?  | 10 marks approach<br>10 marks results |
|                                  | <b>Improvement, learning and innovation</b> | How have you implemented, improvement, learning and innovation within organisation's culture and processes, at all levels within the organisation?  | 10 marks approach<br>10 marks results |

Please provide evidence to support each criteria. You have a total of 2,500 words and can submit eight supporting slides.



## CQI Volunteer of the Year

An individual or team whose commitment to volunteering has made a significant impact on the CQI, its members and/or the wider profession.

Applicants must be an active volunteer or a committee of volunteers for the CQI. They can nominate themselves or be nominated by another volunteer, a CQI/IRCA member, or the CQI executive team.

There is no interview stage for this award. It will be judged on a case-by-case basis.

## Outstanding Contribution to Quality Management Practice

An individual or organisation that has made a significant and lasting contribution to the quality management discipline with clear consequential benefit to society, in any one or more of the following domains:

- Academic thinking
- Education
- Policy
- Practice.

Nominees do not have to be a member of the CQI or IRCA. This is an honorary award and therefore not open to public entries.



# Terms & conditions for applicants

These terms and conditions are between the Chartered Quality Institute ('the CQI'), a registered charity in England and Wales (charity no. 259678), and each Applicant for one or more awards that may be announced at the International Quality Awards ('the Awards') ceremony at Quality Live 2024. The Awards Process is set by the CQI. The CQI assembles one or more Judging Panels that decide the finalists and winners of each award through a Judging Process that is part of the overall Awards Process.

## Applications

The Applicant may make one or more applications for the Awards across the available categories. Where an Applicant submits more than one application for a category of Award, only the latest submission before the final deadline for submitting applications for that category of Award will be considered by a Judging Panel. The Applicant agrees to comply with all rules set by the CQI regarding the Applicant's entry for the Awards. The Applicant agrees that failure to comply with any relevant rule may lead to disqualification of the Applicant's entry to the Awards. For example, the Applicant understands that failure to evidence a current, fully-paid CQI membership or IRCA certification, for awards categories that are restricted to members will result in the disqualification of the Applicant from those awards. Applicants will be disqualified from receiving any Award that is sponsored by their employers. The Applicant warrants that the work submitted by the Applicant for consideration in the Awards is the work of the Applicant. The Applicant agrees to procure, from the Applicant's employers or former employers, any permission that may be needed to submit an application, before that application is submitted.

## Entry fees

There is a fee of £299 +VAT per entry to the Digital Innovation, Sustainability Impact, Quality Team of the Year and Quality Organisation of the Year award categories. The only exemption is for CQI corporate partners who can enter these awards for free as part of their partnership. Entry fees should be paid at the same time as the final award submission is made and should be paid using a credit or debit card through the awards portal. Submissions that are made without the accompanying entry fee having been paid will be disqualified. The deadline for all entries and related entry fees is 11:59pm GMT on Wednesday 24 January 2024.

There is no fee for Applicants entering the Emerging Talent, Quality Professional of the Year or CQI Volunteer of the Year Awards categories.

## The judging process

The Applicant understands that the Judging Panel will only consider the first 1,500 words of any entry for the Awards, and the first six PowerPoint-compatible slides. The Judging Panel for the Quality Organisation of the Year award



entries will consider a 2,000 word limit and the first eight PowerPoint-compatible slides. The CQI Volunteer of the Year award allows a 1,000 word limit and no PowerPoint-compatible slides. Text or slides over these limit will not be considered by the Judging Panels. No other information will be considered during the Judging Process unless it is otherwise specifically required by the award category in question. The Applicant understands that decisions of a Judging Panel with respect to the merit of an application are final and non-justiciable. Complaints with respect to the Judging Process may be submitted to the CQI, who will establish any parameters for the investigation of such complaints. The Applicant agrees that the decision of the CQI is determinative in the case of a complaint regarding any aspect of the Judging Process. There is no process of reconsideration or appeal from the final decision of the CQI.

The CQI may take any measures in response to a complaint that it deems necessary, at its sole discretion, to preserve the integrity or the reputation of the Awards. In particular, the CQI has the right to terminate this Agreement at any time. For example, the CQI may terminate this Agreement if an Applicant is linked in any way, directly or indirectly, to any situation that could bring the CQI or the Awards into disrepute. There is no process of reconsideration, appeal or arbitration from the decision of the CQI to terminate this Agreement, and the Applicant agrees that any such decision of the CQI is determinative.

## Case studies

The CQI may process the personal data of any Applicant who is designated a finalist or a winner in any category of Award – including but not limited to data concerning competence, experience and achievement that were submitted in the relevant application – to create one or more case studies. If a case study is to be published, the CQI will provide to the Applicant an opportunity to review the Case Study for accuracy of the material before publication. The CQI agrees not to publish personal data of a sensitive nature without the approval of the Applicant. The Applicant agrees to procure, from their employers or other third parties implicated in a case study, any necessary approvals for publication. Footage of the Applicant's presentation to the judges at interview stage may be featured in case studies. Case studies may take the form of print, video or digital articles and may be shared in Quality World magazine, on the CQI website or via CQI's digital channels.



# Contact

**Katie Steingold**  
Events Manager

 [internationalqualityawards@quality.org](mailto:internationalqualityawards@quality.org)

 +44 (0)20 4566 8178

