

CQI COMPETENCE ASSESSMENT GUIDE AND SCORETOOL

CORPORATE CONNECT



Context



The Process



The Survey



The Results



The Changes



Next Steps





CONTEXT

THE CHALLENGES



SUPPORT INDIVIDUAL AMBITIONS

10,000

No. Of Quality Professionals registered with the CQI



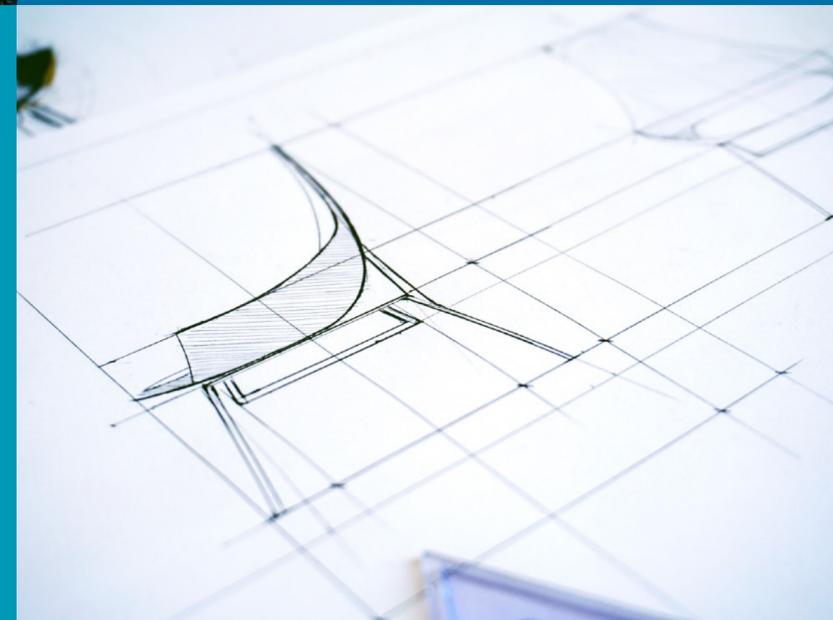
MAINTAIN PROFESSIONAL STANDARDS

“Chartered status – an unrivalled mark of excellence”

ATTRACT NEW PEOPLE

43

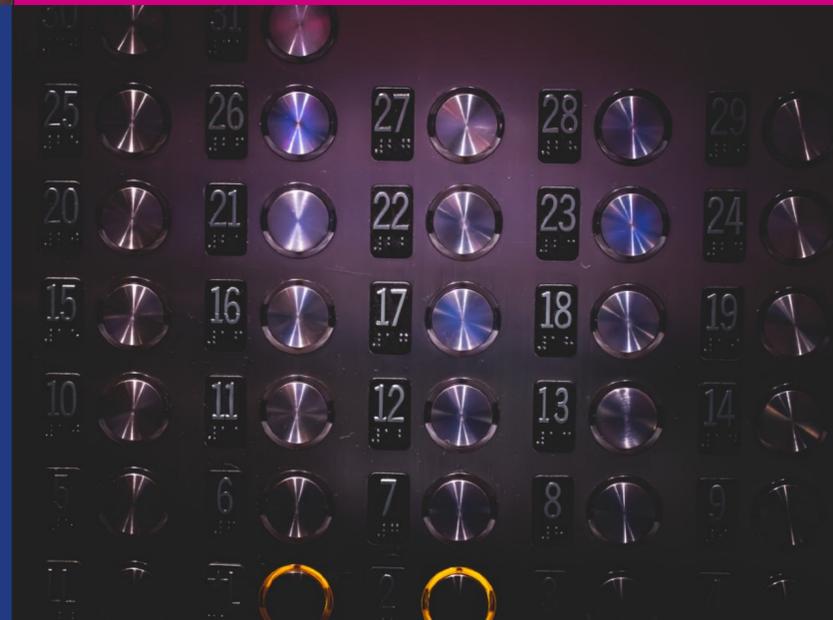
Percentage of Quality Professionals who have worked in Quality for 20 Years or more



SUPPORT OUR PARTNER'S AMBITIONS

200

No. Of Corporate Partners the CQI is targeting by 2020



RESPONDING TO THE CHALLENGE

Provide a benchmark for organisations to assess the competence of their Quality Professionals

A BENCHMARK

CAREER PLANNING

Help Quality Professionals to plan their career development

LEARNING AND DEVELOPMENT

Help individuals and organisations to establish requirements for CQI learning & development assets and qualifications



A FRAME OF REFERENCE

Serve as a reference guide for the development of an organisations own competence framework

PURPOSE OF TODAY



GIVE YOU VISIBILITY

This webinar will give you visibility of the changes, the process we've been through when determining what to change and why we're making these changes.



OPPORTUNITY TO TEST

Following the webinar we will issue a beta version of the revised Assessment Guide and Tool for you to try out.



FINALISE

Once we've got your feedback we'll review them and share with you the 'FAQ's' and our responses to them before we finalise the revised Assessment Guide and tool.



OPPORTUNITY TO FEEDBACK

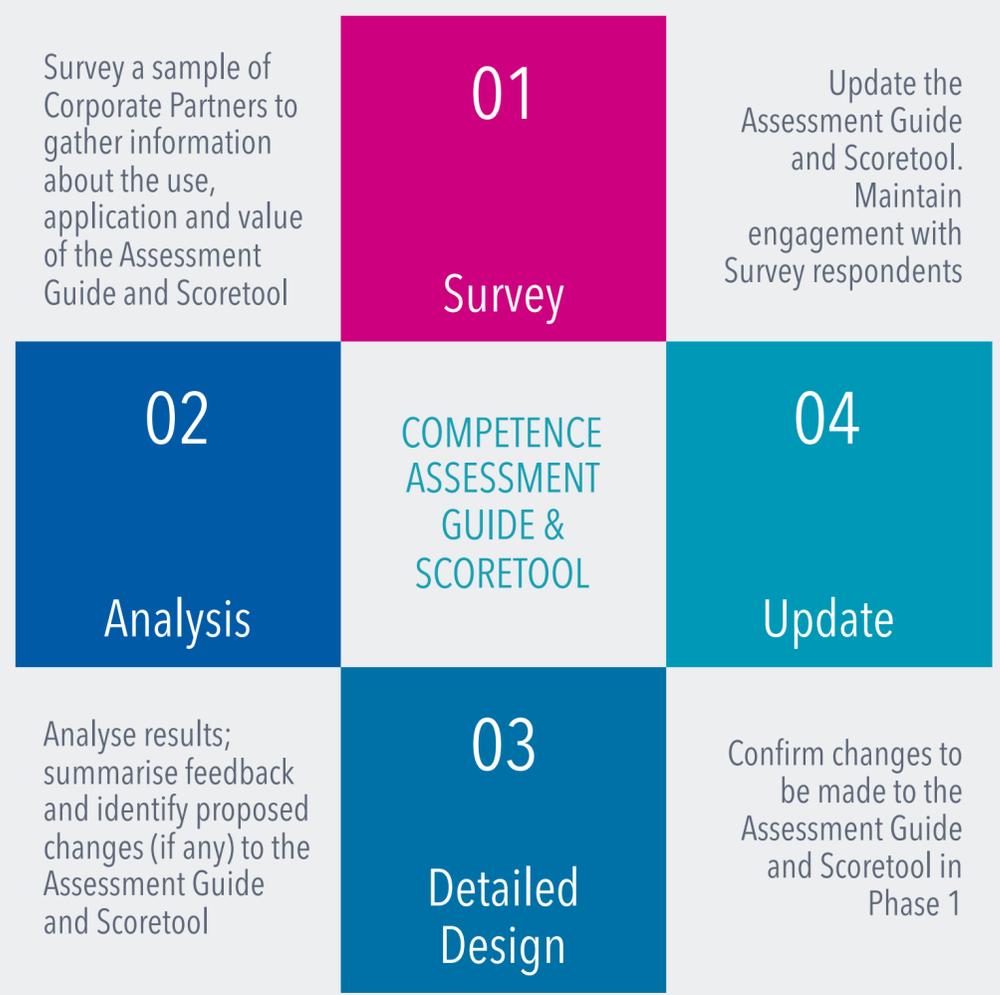
We'd like your feedback on the whether or not the changes will make it easier for you to deploy the Competence Framework within your organisations.





THE PROCESS

THE PROJECT



02
Analysis
04 Oct

04
Update
06 Nov



01
Survey
18 - 27 Sept
Senior Quality Professionals from Jaguar Land Rover, Wood Group, Costain, Raytheon and Walgreen Boots



03
Detailed Design
19 Oct



Changes have been reviewed by a Governance Panel consisting of representatives from surveyed organisations

Dashboard

04:08 Avg. Time on Site

30% % New Visits



| Pageviews | % Pageviews |
|-----------|-------------|
| 5,932 | 23.33% |
| 1,306 | 5.14% |
| 867 | 3.41% |
| 697 | 2.74% |
| 692 | 2.72% |

43.64% Bounce Rate
100,000,000 Avg. Time on Site
75.30% % New Visits

Map Overlay

Visitors
1.04%
Sites
21.47%



Content Overview

Pages

| Pages | Pageviews | % Pageviews |
|---------------------------------|-----------|-------------|
| /information-resources | 5,932 | 23.33% |
| /decisions | 1,306 | 5.14% |
| /information-privacy | 867 | 3.41% |
| /information-privacy-guidelines | 697 | 2.74% |
| | 692 | 2.72% |

Bounce Rate
43.64%
Site Avg.
43.64%

New Visits

27.27

85.1

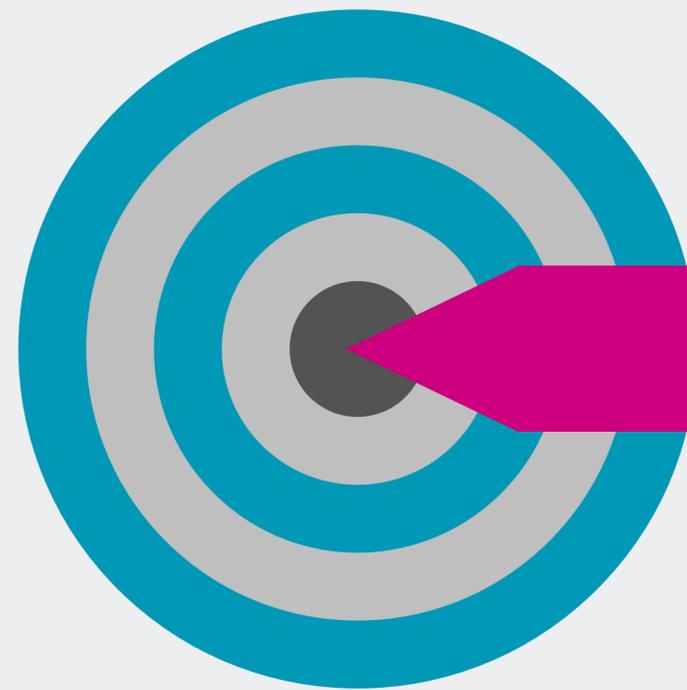
56.1

35.1

Google Analytics



THE SURVEY



GOALS



ADOPTION

APPLICATION

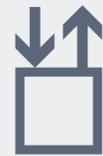


FUTURE
USE

BARRIERS

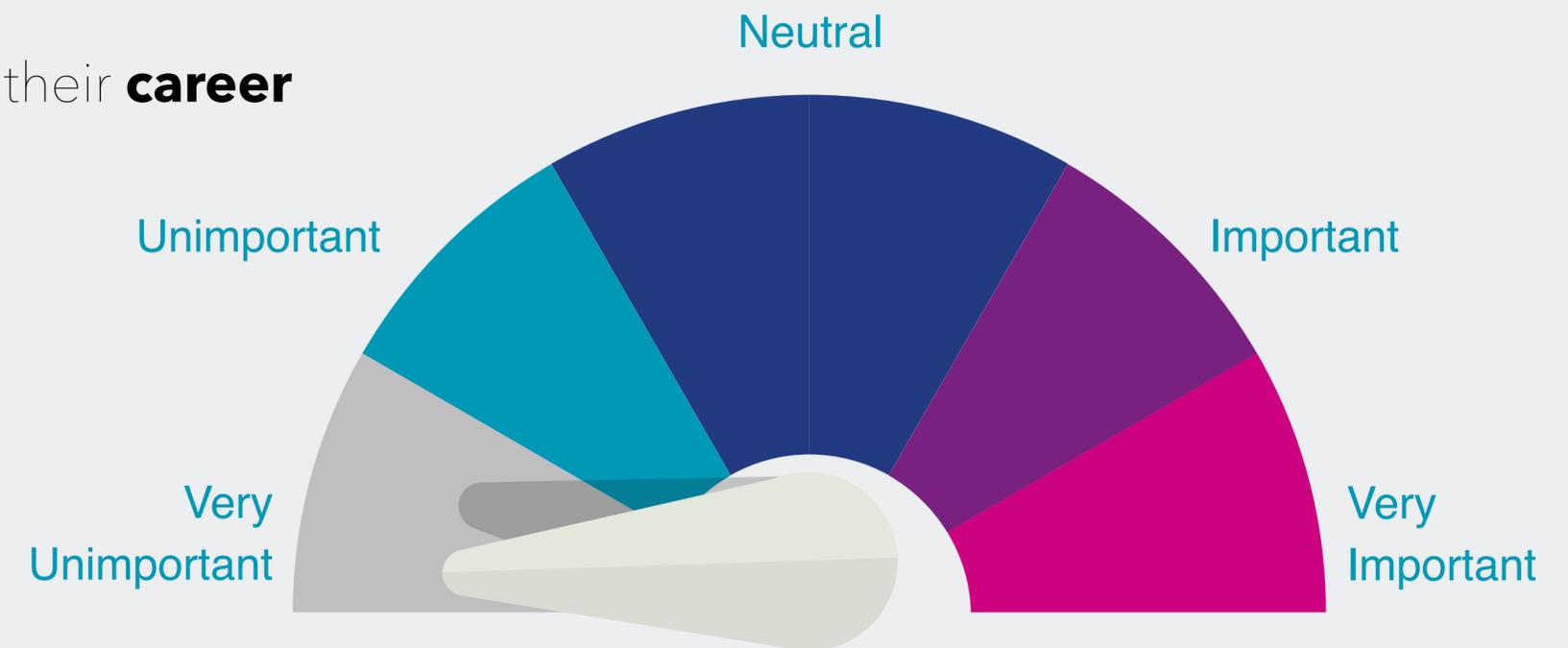


IMPROVEMENTS



HOW IMPORTANT WERE THE FOLLOWING POTENTIAL BENEFITS WHEN DECIDING TO ADOPT THE COMPETENCE ASSESSMENT GUIDE AND SCORETOOL?

- 01) It would provide a **benchmark** for assessing the competence of Quality Professionals
- 02) It would help our Quality Professionals to plan their **career development**
- 03) It would provide a reference guide for the development of our **own competence**
- 04) It would help us establish requirements for CQI **learning & development assets** and qualifications



PLEASE INDICATE HOW BENEFICIAL THE USE OF THE COMPETENCE ASSESSMENT GUIDE AND SCORETOOL HAS BEEN TO YOUR ORGANISATION IN THESE AREAS:



As a **benchmark** for assessing the competence of Quality Professionals

01)

As an tool to help our Quality Professionals to plan their **career development**

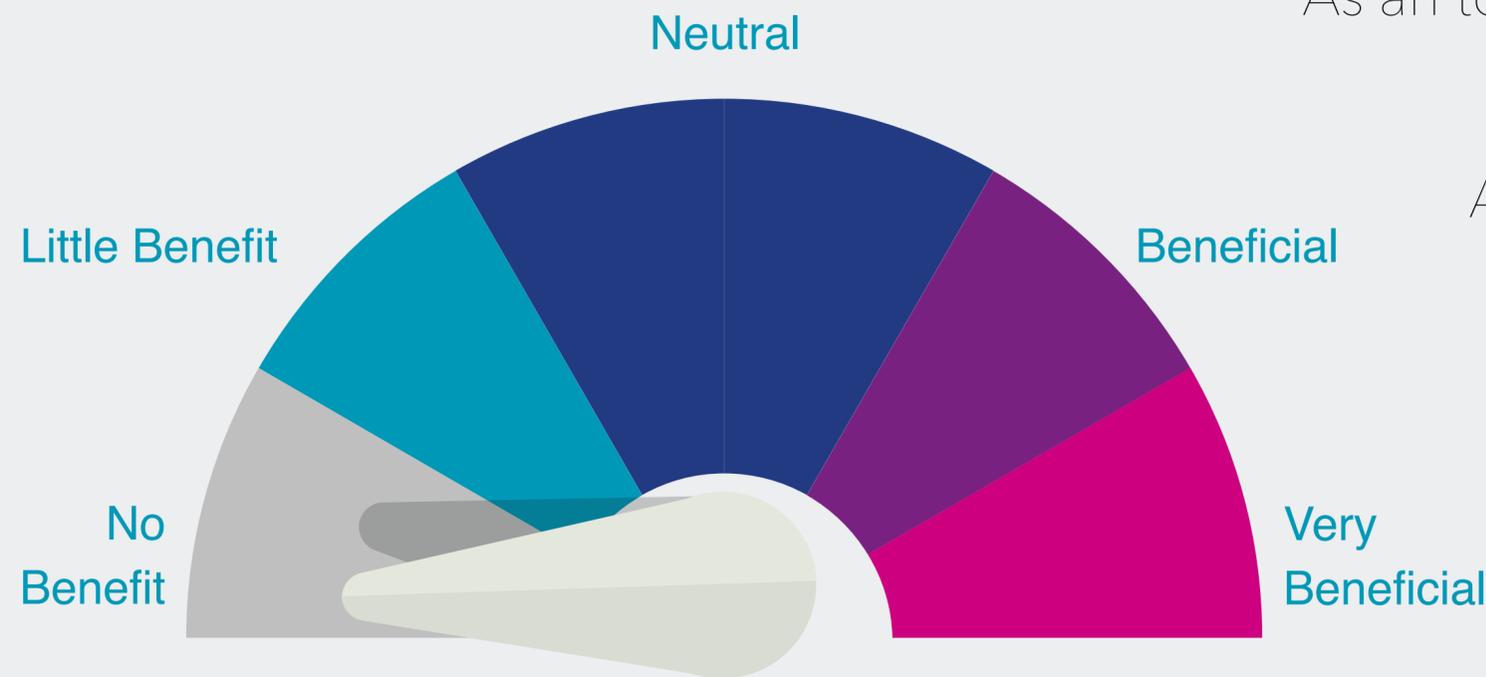
02)

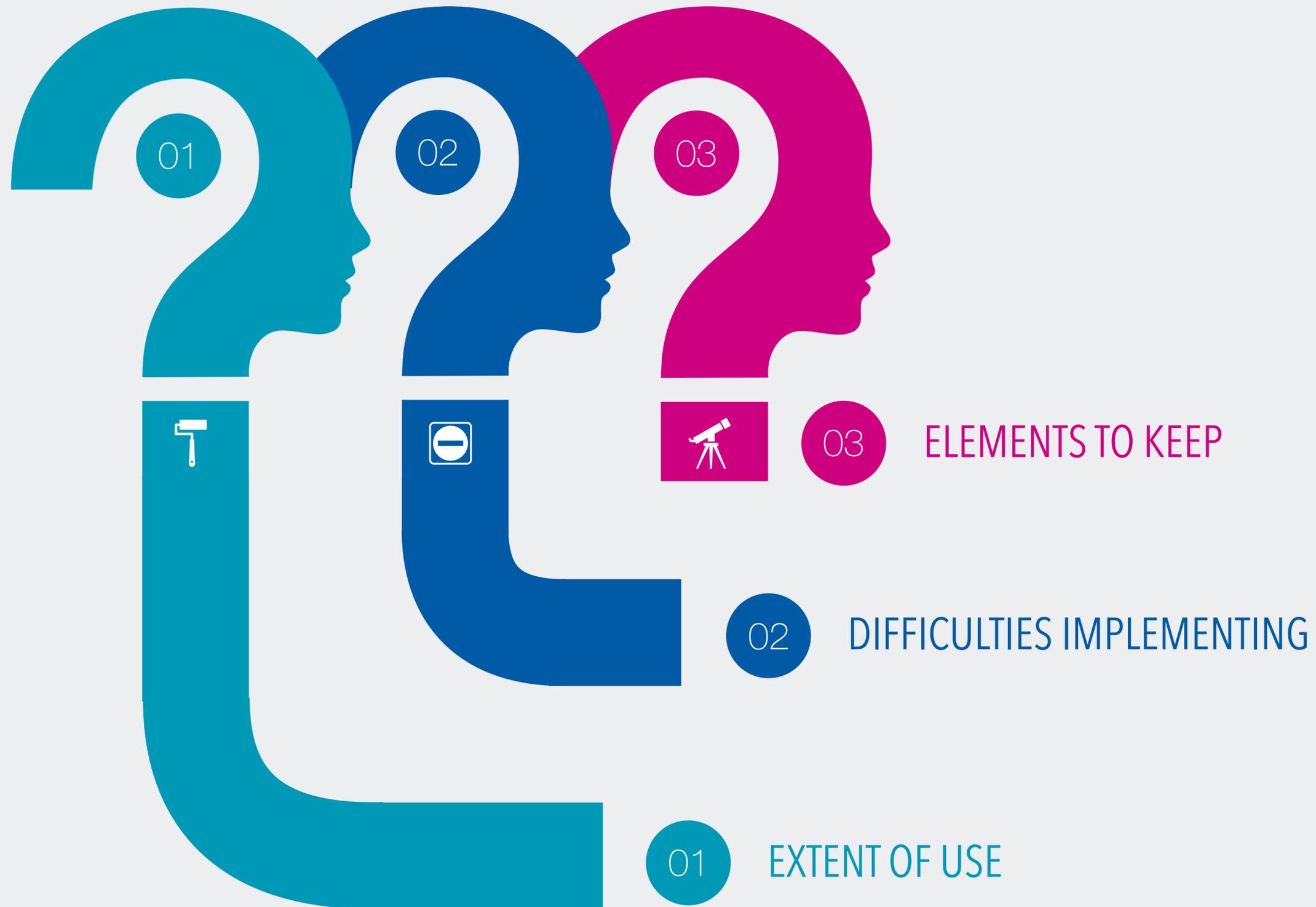
As a reference guide for the development of our **own competence framework**

03)

As a tool to help establish requirements for CQI **learning & development assets** and qualifications

04)







ELEMENTS THAT DON'T WORK AS WELL AS YOU HAD EXPECTED



THINGS MISSING FROM THE ASSESSMENT GUIDE AND SCORE TOOL



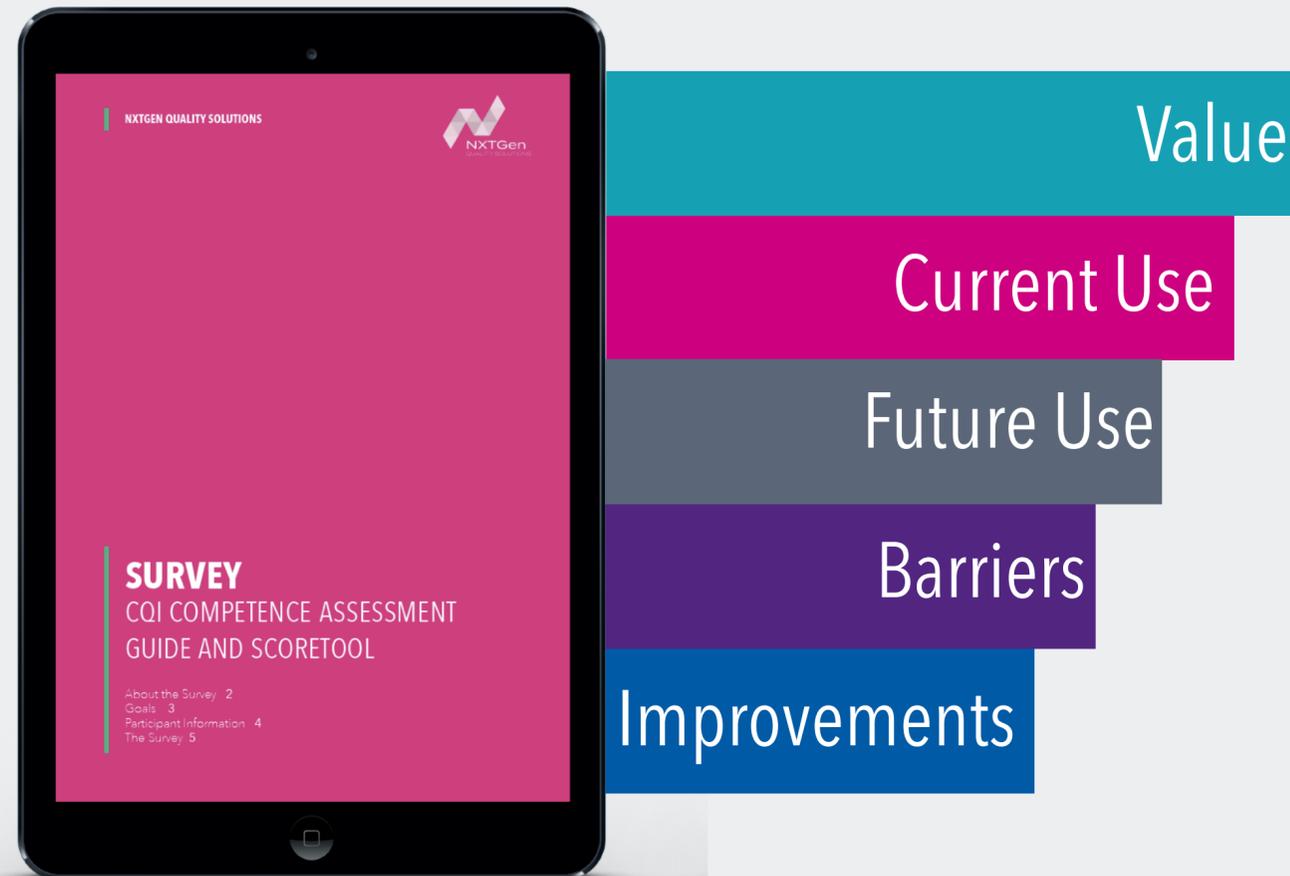
COMMENTS/SUGGESTIONS



THE RESULTS



SUMMARY



Assessment Guide and Scoretool important when deciding to become CQI Corporate Partner. None able to fully realise the benefits of its implementation.

Assessment Guide and Scoretool yet to be fully rolled out. One organisation has progressed beyond pilot stage. Two organisations are yet to use it.

Potential to use Assessment Guide and Scoretool to support the full Talent Management spectrum. However none are routinely using it this way at present.

Difficulties in interpreting and applying requirements of the Scoretool mean management support for individuals completing the Scoretool becomes excessive.

Reducing number of requirements; simplifying language; reducing repetition; clarifying evidence required to demonstrate each competence



COMMON THEMES



Applicability

Increase relevance to operational roles



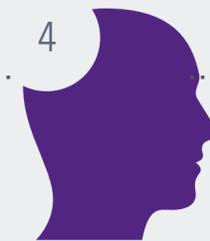
Requirements

Reduce the number of them and improve flexibility



Language

Simplify the language. Especially if this is to be used globally



Relationship

Clarify relationship with CQI Training and Membership requirements



Core Elements

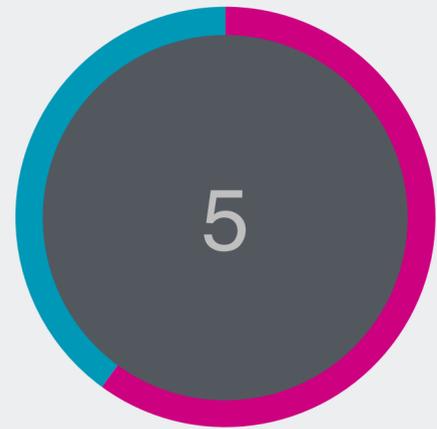
Retain Governance, Assurance, Improvement, Leadership and Context



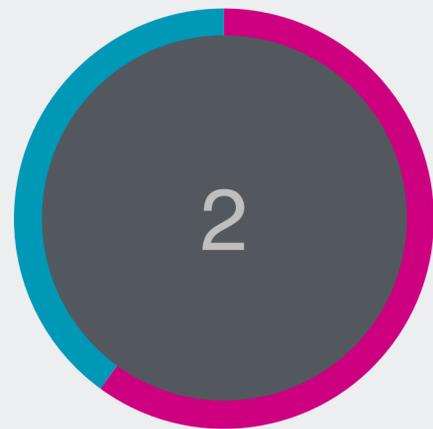
THE CHANGES



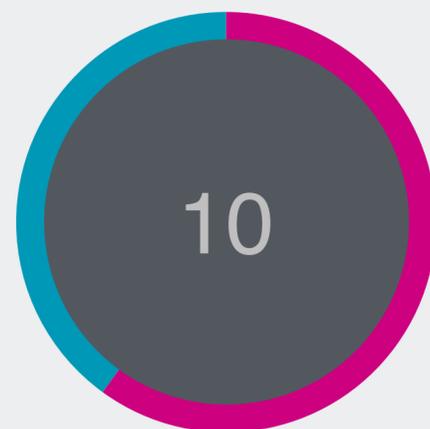
PRINCIPAL CHANGES



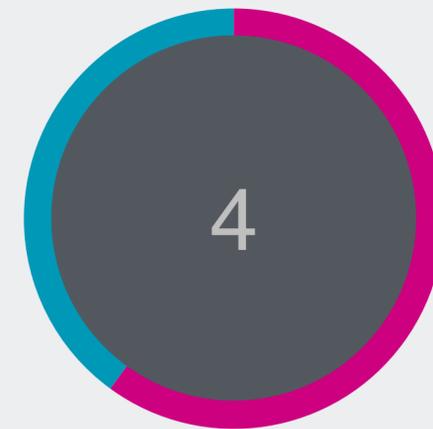
X



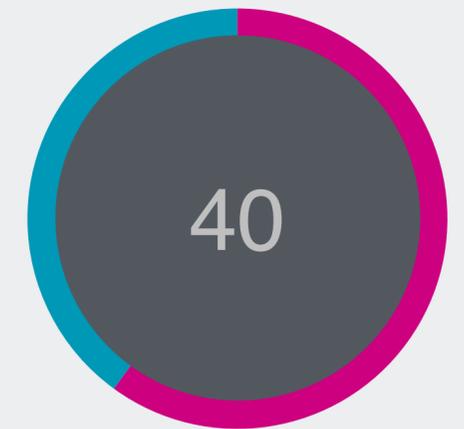
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X



=



Elements

Context, Governance, Assurance Improvement, Leadership are retained

Disciplines

Differentiation between the Corporate and Operational disciplines

Statements

Maturity statements describe the Skills, Knowledge, Experience and Training requirements for every element and discipline. The CQI Code of Conduct is now referenced.

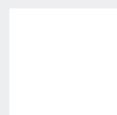
Levels

Four levels of competence; Foundation, Intermediate, Advanced, Expert

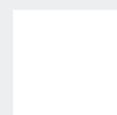
Requirements

Number of requirements has been reduced from 96 to 40

TARGET MATURITY LEVEL:



CURRENT MATURITY LEVEL:



ASSURANCE - OPERATIONAL

THE UNDERSTANDING OF THE ACTIVITIES AND RESOURCES NECESSARY TO ACHIEVE PRODUCT/SERVICE OBJECTIVES. THE ABILITY TO DETERMINE WHETHER THESE ARE BEING MANAGED EFFECTIVELY AND IN A WAY WHICH WILL PROVIDE EVIDENCE AND CONFIDENCE TO CUSTOMERS THAT THEIR REQUIREMENTS WILL BE MET.



FOUNDATION:

- **SKILLS:** Can conduct basic organising, analysing and data gathering activities to support the design, development, deployment and evaluation of processes specific to the Product(s)/Service(s) lifecycle. Can develop checklists and assess low risk processes to determine whether execution and output(s) conforms with requirements. Supports the planning, execution and follow up of verification and validation activities.
- **KNOWLEDGE:** Aware of tools, techniques and approaches for Product(s)/Services Management. Aware of the processes which make up the Product/Service life cycle. Understands purpose and intended benefits of product(s)/service(s) verification and validation activities.
- **EXPERIENCE:** Limited practical experience. Responsibilities are performed under clear supervision or are limited to that of a supporting/observing role.
- **TRAINING:** Can evidence CPD which is consistent with the objectives of CQI Course [FD105](#) and [FD107](#).



INTERMEDIATE:

- **SKILLS:** Able to provide advice and guidance in the design, development and deployment of processes required to meet customer requirements throughout the Product/Service life cycle. Able to use specified assurance tools and techniques to; measure efficiency and effectiveness of the above processes; determine conformance with requirements. Able to plan and coordinate verification and validation activities throughout the Product(s)/Service(s) lifecycle.
- **KNOWLEDGE:** Understands and can apply the tools, techniques and approaches for Product and Service Management. Understands customer requirements in relation to a specific Product(s)/Service(s). Uses this knowledge to promote understanding and increase awareness of their importance, amongst colleagues and other relevant parties.
- **EXPERIENCE:** Demonstrates the ability to apply relevant skills and knowledge consistently, with minimal supervision and achieve intended outcomes.
- **TRAINING:** Can evidence CPD which is consistent with the objectives of CQI Course [PT206](#) and [PT207](#).



ADVANCED:

- **SKILLS:** Able to determine the processes, responsibilities and resources necessary to meet customer requirements throughout the Product(s)/Service(s) life cycle. Is able to determine the most appropriate methods for; measuring the efficiency and effectiveness of each process; preventing non-conformance with requirements. Able to determine at which stages of the Product(s)/Service(s) life cycle verification and validation activities are to be performed and the characteristics to be verified.
- **KNOWLEDGE:** Understands and can apply the concepts of Quality Planning within the context of Product(s)/Service(s) management. Understands stakeholder requirements and uses this knowledge to ensure effective strategies for meeting them are developed in the whole supply chain.
- **EXPERIENCE:** Demonstrates ability to apply relevant skills and knowledge to develop solutions from first principles and with no supervision.
- **TRAINING:** Can evidence CPD which is consistent with the objectives of CQI Course [PR303](#) and [PR305](#).



EXPERT:

- **SKILLS:** Able to examine the interactions of processes, responsibilities and resources involved in the Product(s)/Service(s) lifecycle to identify patterns and the potential impact of leadership decisions and behaviours on Product(s)/Service(s) objectives and stakeholders. Able to influence leadership decisions and behaviours to reinforce achievement of the right outcomes for the organisation and its stakeholders.
- **KNOWLEDGE:** Understands and can apply the concepts of Systems Thinking within the context of Product(s)/Services(s) management as a means of understanding, analysing and influencing Product(s)/Service(s) goals, the processes, responsibilities and resources intended to achieve them, and the culture of the organisation.
- **EXPERIENCE:** Able to modify and adapt own understanding of quality skills and knowledge in response to organisational changes. Able to serve as a Subject Matter Expert in this area.
- **TRAINING:** Can evidence CPD which demonstrates proven track record training others in this competence.



COMPETENCE MATURITY PROFILE

| | | Context | Governance | Assurance | Improvement | Leadership | TOTAL |
|-------------|---------|---------|------------|-----------|-------------|------------|-------|
| CORPORATE | Desired | 3 | 2 | 3 | 2 | 3 | 13 |
| | Current | 2 | 1 | 3 | 1 | 2 | 9 |
| OPERATIONAL | Desired | 3 | 3 | 3 | 3 | 3 | 15 |
| | Current | 3 | 3 | 4 | 3 | 4 | 17 |



CONTENTS

The proposed Contents of the revised Assessment Guide and Tool are listed below. In the revised document any reference to “score’ or “scoring’ will be removed. This is to emphasise the importance of the assessment process its self rather than any resultant score.

- 01) **INTRODUCTION**
This will outline the changes to the Assessment Guide and Tool, making reference to the results of the Corporate Partner Survey and validation of the changes by a Governance Panel.
- 02) **PURPOSE**
The purpose will remain unchanged from previous version
- 03) **APPLICATION**
This section will describe how to use the Assessment Guide and Tool (the maturity model). It will also describe the ways in which it can be used in various scenarios e.g. Recruitment, Team Assessment, Self Assessment
- 04) **THE LEVELS**
This will describe the four levels of maturity and outline how these align with membership grades
- 05) **THE COMPETENCIES**
This will describe the 10 Competencies - what each one means and why it is important. It will also confirm that the 10 are a consolidation of the previous 26 Competencies (rather than a replacement).
- 06) **GLOSSARY**
This will describe any defined terms used in the Assessment Guide and Tool.

ADDITIONAL CONTENT The propose Contents List describes the core content only. As the Assessment Guide and Tool develops it is envisaged that additional content e.g. reference to any appendices will be included.





NEXT STEPS

PURPOSE OF TODAY: RECAP



GIVE YOU VISIBILITY

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31ST OCTOBER 2017



OPPORTUNITY TO TEST

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14TH NOVEMBER 2017



OPPORTUNITY TO FEEDBACK

We'd like your feedback on the whether or not the changes will make it easier for you to deploy the Competence Framework within your organisations.

12TH DECEMBER 2017



FINALISE

Once we've got your feedback we'll review them and share with you the 'FAQ's' and our responses to them before we finalise the revised Assessment Guide and tool.

19TH DECEMBER 2017

JANUARY 2018



QUESTIONS

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