



INTERNATIONAL QUALITY AWARDS 2018

GUIDE FOR APPLICANTS

Headline Partner



THE AWARDS

Spanning nine 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 all the entries.

We are delighted that you are considering applying.

WHO SHOULD APPLY?

All awards have subtly different criteria or marking schemes to fit different career stages and organisational contexts. This means there is a category for everybody, both members and non-members of the CQI, individuals and organisations.

Read the details of the categories and decide which best fits you – you are welcome to enter for more than one category. As well as completing an application for yourself, consider whether you can support an entry from someone you coach, your boss, someone in your team or, the whole of your quality team or even the whole of your organisation.

Why apply?

- You are showing quality leadership within your organisation
- You are telling your story for the benefit of other quality professionals
- You are helping industry gain a better understanding of the contribution that quality professionals and leaders make to organisations
- Winners will receive a trophy at the awards celebration
- If you are a finalist, you will get personal written feedback from the panel of judges
- If you win a category, you will be featured in Quality World magazine

AWARDS CATEGORIES 2018

1 Emerging Talent

To recognise the quality professional who has contributed most to their organisation in terms of governance, assurance, improvement, leadership and context within the first 8 years of their quality career.

2 Quality Professional in a New Project

To recognise the quality professional who has contributed most to their organisation in terms of governance, assurance, improvement, leadership and context with a quality system established from scratch in a project environment. Entries are restricted to CQI and IRCA members of any grade.

3 IRCA Certificated Auditor of the Year

To recognise the Audit Professional who has contributed most to their organisation in terms of their participation in establishing and running an efficient and effective audit programme. This Award is restricted to entrants who are IRCA Certificated Internal Auditor, Auditor, Lead Auditor and Principal Auditor.

4 Quality Professional of the Year

To recognise the quality professional who has contributed most to their organisation in terms of governance, assurance, improvement, leadership and context. Entries are restricted to CQI Chartered Members or Chartered Fellows.

5 Leadership

To recognise a senior manager who has contributed most to their organisation in the establishment of a culture of quality.

6 Quality Team of the Year

Understanding that most results are team efforts, this award is to recognise a team of quality professionals who have contributed most to their organisation in terms of governance, assurance, improvement, leadership and context.

7 Quality Organisation of the Year

To recognise the organisation which best exhibits a culture of quality, and puts it at the heart of everything they do. This award is open to any organisation of any size or type.

8 Innovation through Quality Method

To recognise an organisation which has achieved outstanding results through the application of quality methods in an innovative way.

9 CQI Honorary Award

To an individual who has moved the profession and discipline of quality forward over a number of years not only in relation to their own organisation but also a wider stage. This is an honorary award and therefore not open to entries.

ENTRY DETAILS

- You can only enter the awards by using the online form
- Applications cannot exceed 1,500 words in total
- You can apply for more than one award but must use a different application form for each category
- Do not forget to support your application with results, facts and data
- In addition to the form you may support your application with additional information on up to six PowerPoint slides.
- Ensure you answer all the questions on the form
- Put the dates of the Judging Interviews and the Award Ceremony in your diary!

The entry process

Making your submission

- For each award category you enter, you need to complete a simple online application form. Visit quality.org/awards to download the form.
- You can enter as many categories as you wish as long as you comply with the criteria of each category.
- You can enter or submit an application for more than one category but must fill in a separate form for each category.
- You should also complete all the questions on the application form and support your answers with concrete data.
- You can write up to 1,500 words in total, answering all the questions for your category.
- You may supply additional information and supporting evidence on up to six PowerPoint slides. These could be in the form of text, images, graphs etc. but we cannot except hyperlinks. Applicants of the “Quality Organisation of the Year” award may support their application with up to eight PowerPoint slides.

Ensure you write a sentence / quote which would best describe your submission.

If your application contains sensitive information, you should clearly state this and indicate it on your application.

Award entries can be made at any time between 1 June and 31 July 2018.

The judging process

The judging process is in two phases. A panel of three judges, including one selected from senior managers of the organisation sponsoring the award and two subject matter experts, one of whom has the role of Chairman of the category review all the applications for their category and select a shortlist of three finalists. This phase of judging is completed online and the aggregated view of all judges will be used to determine a shortlist of finalists per category.

Phase two is to select the winner of each category from amongst the finalists.

There are four judges for this phase as the previous three judges will be joined by the CQI Executive Director of Policy (EDP).

This phase consists of a face-to-face presentation and interview after which the aggregated view of all judges will be used to determine the winner.

Applicants will be notified of the results of this part of the process by the end of October 2018.

Interview of finalists

The finalists will be invited to attend a face to face interview with the category judges who reviewed their entries. This will take place in London towards the mid to end of October. If any finalists are unable to attend in person they will be able to do so by video-conference or via Skype. The interview will last up to an hour and the judges can question the finalist on any aspect of their submission. The candidates will have the opportunity to provide more detailed insights to their answers and demonstrate leadership.

The judging panel will decide on the winner of each category after interviewing all candidates.

Announcing the winners

The winners will be announced at the Awards Ceremony on 21 November 2018.

AWARD CRITERIA AND MARKING SCHEME

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
Emerging Talent	Context	Within your role, how do you understand the context of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Governance	Within your role, how do you understand the governance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Assurance	Within your role, how do you understand the assurance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement	Within your role, how do you understand the improvement requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	Within your role, what is your approach to leadership and how do you build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
Number of entries 2017: 28 Winner 2017: Charlotte Laverty, Alan Auld Engineering, United Kingdom			
Quality Professional in a New Project¹	Context	Within your role, how do you understand the context of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Governance	Within your role, how do you understand the governance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	12.5 marks approach 12.5 marks results
	Assurance	Within your role, how do you understand the assurance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
IRCA Certificated Auditor of the Year ★ This is a new award for 2018	Improvement	Within your role, how do you understand the improvement requirements of your organisation and build this into the way you do your job? How do you know this is successful? Please support your answer with concrete data.	5 marks approach 5 marks results
	Leadership	Within your role, what is your approach to leadership and how do you build this into the way you do your job? How do you know this is successful? Please support your answer with concrete data.	12.5 marks approach 12.5 marks results
	Number of entries 2017: 20 Winner 2017: Yele Odofin-Belo, ATCO Two Rivers Lodging Group Limited Partnership, Canada		
	Analytical and critical thinking	How have you applied analytical and critical thinking to the evaluation of audit evidence and the determination of audit findings? Provide evidence to show that your application of analytical and critical thinking has been successful. Please support your answer with concrete data.	10 marks approach 10 marks results
	Communication skills	How have you used your communication skills to build effective relationships with your audit client, the auditee and other relevant interested parties? Provide evidence to show that you have successfully established these relationships. Please support your answer with concrete data.	10 marks approach 10 marks results
Quality Professional of the Year	Determination of audit evidence	How have you employed appropriate digital technology and analytical techniques to interrogate raw data and derive audit evidence? Provide evidence to show that your approach was successful. Please support your answer with concrete data.	10 marks approach 10 marks results
	Risk based approach	How have you employed risk-based thinking in planning, conducting and reporting of audits? Provide evidence of the benefits to your audit client, auditee and other relevant interested parties due to your adopting a risk-based approach. Please support your answer with concrete data.	10 marks approach 10 marks results
	Business acumen	How have you used business acumen to deliver a more relevant audit for your audit client? Provide evidence to show that you have been successful. Please support your answer with concrete data.	10 marks approach 10 marks results
	Context	Within your role, how do you understand the context of your organisation and build this into the way you do your job? How do you know this is successful? Please support your answer with concrete data.	10 marks approach 10 marks results
	Governance	Within your role, how do you understand the governance requirements of your organisation and build this into the way you do your job? How do you know this is successful? Please support your answer with concrete data.	10 marks approach 10 marks results

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Assurance	Within your role, how do you understand the assurance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement	Within your role, how do you understand the improvement requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	Within your role, what is your approach to leadership and how do you build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
Number of entries 2017: 41 Winner 2017: Fitness John Feltham, Portsmouth International Port, United Kingdom			
Leadership	Context	How do you ensure quality professionals within your organisation understand the business context and build this into the way they do their job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Strategy	How do you ensure quality professionals within your organisation understand the business/quality strategy and build this into the way they do their job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Management system	How do you ensure quality professionals within your organisation understand the requirements for the business management system and build this into the way they do their job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10marks results
	Quality organisation	How do you ensure that the roles of quality professionals within your organisation are defined and improved so that your business is successful in delivering its strategy? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	How do you define and lead the creation of a quality culture within your organisation? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
Number of entries 2017: 15 Winner 2017: John Holland, Jaguar Land Rover Automotive plc, United Kingdom			

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
Quality Team of the Year	Context	How does the quality team understand the context of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Governance	How does the quality team understand the governance requirements of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Assurance	How does the quality team understand the assurance requirements of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement	How does the quality team understand the improvement requirements of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	What is the approach to leadership within the quality team and how do they build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
Number of entries 2017: 38 Winners 2017: Al Zahra Hospital Dubai, United Arab Emirates & Banaskantha District Cooperative Milk Producers' Union Ltd, India			
Quality Organisation of the Year ★ This is a new award for 2018	Interested parties	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? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Quality culture	How have you determined, implemented and communicated the organisation's mission, vision and values, and promote an aligned culture at all levels within the organisation? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	How does top management demonstrate leadership, commitment and strategy within the organisation and maintain the unity of purpose, quality and direction? Including creating an internal environment in which people are engaged and committed with the necessary resources, training and authority to act with accountability to the achievement of the organisation's objectives. <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Process management	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? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Resource management	<p>How have you determined and managed the resources* needed for the achievement of its strategic objectives, considering the associated risks and opportunities and their potential effects?</p> <p>*Examples of key resources include:</p> <ul style="list-style-type: none"> a) financial resources b) people c) organisational knowledge d) technology e) infrastructure, such as equipment, facilities, energy and utilities f) the environment for the organisation's processes g) the materials needed for the provision of products and services h) information i) resources provided externally, including subsidiaries and partnerships j) natural resources <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>
	Analysis and evaluation of an organisation's performance	<p>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?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>
	Improvement, learning and innovation	<p>How have you implemented, improvement, learning and innovation within organisation's culture and processes, at all levels within the organisation?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>
	Innovation through Quality Method		
★ This is a new award for 2018	Context	<p>In the context of your organisation, how have you used quality method to support innovation? How do you know this is successful?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>
	Governance	<p>How did you use quality method to support the governance requirements for innovation in your organisation? How do you know this is successful?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>
	Assurance	<p>How did you use quality method to support the assurance requirements for innovation in your organisation? How do you know this is successful?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>
	Improvement	<p>As a result of learning from the innovation, what improvement have you made to your innovation process? How do you know this is successful?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Leadership	How is innovation led and aligned to your organisation's strategic priorities? How do you know this is successful? <i>Please support your answer with concrete data.</i>	<i>10 marks approach</i> <i>10 marks results</i>

¹A new project can be an entirely new business entity with a separate business management system, or a new activity set up to deliver a specific result with a distinct business management approach.

MILESTONES

1 June – 31 July 2018

Awards open for entries

Mid-August –
mid-September

Judges individually review and
score entries plus
phone calls to align views

16 – 27 October 2018

Interview of finalists

21 November 2018

Awards Ceremony

TERMS & CONDITIONS FOR APPLICANTS

This agreement (“the Agreement”) is 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 2018 CQI International Quality Awards (“the Awards”). The Awards Process is set by the CQI Executive Director of Policy (“the EDP”). The EDP 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 EDP regarding the Applicant's entry for the Awards. For example, the Applicant agrees to evidence a current, fully-paid CQI or IRCA membership, for awards categories that are restricted to members.

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 or IRCA membership, 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.

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 6 PowerPoint-compatible slides. Text or slides over this limit will not be provided to the Judging Panels or otherwise considered. 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-judicable.

Complaints with respect to the Judging Process may be submitted to the EDP, who will establish any parameters for the investigation of such complaints. The Applicant agrees that the decision

of the EDP 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 EDP.

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.

The Judging Process commences on the date specified by the EDP, and ends 90 days after the conclusion of the Awards Ceremony, unless a complaint is received that implicates the Judging Process. If a complaint is received that implicates the Judging Process, the Judging Process does not end until that complaint has been addressed and resolved by the CQI.

The CQI warrants that they will endeavour to ensure that each of the categories of the Awards receives sufficient entries of good quality to allow a shortlist to be created and a winner to be selected. However, if this is not the case upon review of the entries, the CQI reserve the right to withdraw any category from the Awards. This means that judging may be curtailed at any stage of the Awards Process, and / or there may be no winner announced at the Awards Ceremony. In such circumstances, the CQI will inform all Applicants for that category of Award as soon as it is practical to do so.

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.

Personal Data Processing

The CQI warrants that they will process all personal data of the Applicant in line with their obligations under the General Data Protection Regulation (“GDPR”). The personal data of the Applicant will be securely held at all times. The CQI requires from the Applicant only such personal data as is necessary for the objectives of the Judging Process to be met.

The Applicant has a right of access to these data under the GDPR that may be exercised by submission of a corresponding request to the EDP.

The Applicant understands that the CQI may include the Applicant's name, job title and employer in information that may be published about the Awards, including but not limited to publications about the award process, the finalists and the winners of Awards. The CQI agrees not to publish any personal data about Applicants who are neither finalists nor winners of Awards.

The personal data of the Applicant will be held until the conclusion of the Judging Process. These data will be securely disposed of when the Judging Process concludes, with the following exceptions:

- a. if the Applicant is a finalist or winner; the Applicant's name, job title and employer; and
- b. any personal data that are included in publications to which the Applicant consented.

The personal data in exceptions (a) and (b) are the minimum needed to document the Awards and will be kept in perpetuity.

All personal data of the Applicant will be removed from the applications, and from the corresponding forms or notes about the applications that are written during the Judging Process, within one (1) month of the completion of the Judging Process. The anonymised data will be kept in perpetuity to allow the CQI to learn from and improve the Judging Process, the creation of Case Studies, and future iterations of the CQI International Quality Awards. The Applicant will have no right of access to data that are anonymised in this way.

Contact

Katka Yennimatas

Events Manager

E: kyennimatas@quality.org

T: +44 (0)20 7245 8510



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