

Please email this application form, together with all required documents to

New applicants
applications@quality.org

Current CQI members
membership@quality.org

Your details

All parts of this application must be completed in BLOCK CAPITALS and in English. If you need more space than the form allows please continue on additional, clearly marked pages.

Your membership number
(Current members only)

Personal details

Title

Telephone

First name

Email

Last name

Date of Birth

Contact details

Home

Business

Address 1

Address 1

Address 2

Address 2

Address 3

Address 3

City

City

County

County

Postcode / ZIP code

Postcode / ZIP code

Country

Country

Preferred correspondence details

Home

Business

What prompted you to make this application?

CQI grades quiz	Twitter
CQI email	HR Grapevine
LinkedIn	Facebook
Quality Jobs	Hotcourses
Google	Findcourses
Word of mouth	Quality World magazine
Flyer / brochure	Employer recommendation

Requirements

Becoming a Member of the CQI and a Chartered Quality Professional is the gold standard for professionalism in quality, placing you at the same professional level as other chartered professionals.

We assess all Chartered Quality Professional applications using the CQI Competency Framework. For each of the five competence areas, you must provide a max. 500 word statement that demonstrates your skills, experience and knowledge. If you wish, you may also include appendices for further evidence / references / a glossary of terms.

To become a Chartered Quality Professional, you must demonstrate

- A minimum of level 3 in one of Governance, Assurance or Improvement, and level 2 in the remaining two areas
- A minimum of level 3 in both Context and Leadership

Table 1

LEVEL	SKILLS & EXPERIENCE	KNOWLEDGE
0	Has not observed and is not able to describe the activities relevant to the competency	No awareness or understanding of the topics and range of knowledge relevant to the competency
1	Has observed and is able to describe the activities relevant to the competency	Awareness and some understanding of the topics and range of knowledge relevant to the competency
2	Is able to execute most activities relevant to the competency. Has undertaken them a number of times in at least one context, under supervision	Understands the topics and range of knowledge relevant to the competency. Is able to apply the knowledge in common situations.
3	Is able to execute the activities relevant to the competency. Has undertaken the majority of them multiple times, unsupervised and in a number of different contexts. May have developed or managed the activities.	Thorough understanding of the topics and full range of knowledge relevant to the competency. Can analyse and evaluate and can adapt and apply in most situations
4	Is able to adapt and improve the activities relevant to the competency. Could act as subject matter expert. Has developed, deployed and/or managed the majority of the activities in a number of contexts.	Has deep understanding of the topics and range of knowledge relevant to the competency. Can develop and create new knowledge and can apply knowledge in new situations.

For comprehensive advice on completing your application, please review the full Chartered Quality Professional Application Guidance before submitting your application.



A. Your background

Please attach a CV (Curriculum Vitae / resumé) which details the following information about your experience and qualifications.

- **Experience**

(company name and size, dates, list of achievements, responsibilities, and a description of your authority / level of autonomy – including number of direct reports)

- **Qualifications / training**

(courses title and duration, education establishment, date of completion, how your learning was evaluated)

Further information (maximum of 500 words) optional

If there is any other relevant experience or learning which is not included in your CV, let us know about it here.

B. Your competence: Governance

Ensuring that organisation, customer and stakeholder requirements are reflected in policies, processes and plans.

Governance competence statement

Please provide one or two examples which highlight your experience, responsibilities, expertise and the benefit to your organisation. You can use examples of any of the following:

G1 - Organisational governance

- **External focus**

What methods have you used to establish customer or stakeholder needs, expectations and views, and ensured that the organisation's policies, processes and plans reflect these needs?

- **Internal focus**

How have you developed process management capability across the organisation to deliver consistent results and ensure the organisation's policies processes and plans are effective in meeting stakeholder expectations, removing variation, minimising operational risk and maximising efficiency?

G2 - Product & service governance

- **External focus**

What methods have you used to establish customer expectations and views and ensure that the product / service delivery team's policies, processes and plans reflect these needs?

- **Internal focus**

How have you developed process management capability for product / service delivery across the organisation to deliver consistent results and ensure the product / service delivery team's policies processes and plans are effective in meeting customer expectations, removing variation, minimising operational risk and maximising efficiency?

CQP MCQI application / upgrade form



Evidence references

Please list a **maximum** of two pieces of evidence which support your competence statement, and attach them to your application. Make sure the title of your evidence and the reference number appears at the top of each attached document.

REFERENCE	HEADING / TITLE OF MY EVIDENCE
e.g. Gov. 1, Gov. 2	

Qualifications and training references

REFERENCE	NAME OF QUALIFICATION / TRAINING, AND LEARNING OUTCOME
e.g. Gov. 1, Gov. 2	

Self-assessment scores (see table 1)

Skills and experience	Knowledge
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C. Your competence: Assurance

Embed a culture of assurance to ensure that policies, processes and plans are effectively implemented, and that all outputs are consistent with requirements.

Assurance competence statement

Please provide one or two examples which highlight your experience, responsibilities, expertise and the benefit to your organisation. You can use examples of any of the following:

A1 - Organisational assurance

- **Internal focus, process assurance**

How have you ensured the flow down of customer and stakeholder requirements across the organisation and ensured the system of policies, processes and plans are effectively implemented and that effective internal controls are in place?

What methods have you used to ensure an effective balance of self-assurance versus independent process assurance?

How have you identified process risks, failures and non-conformances ensured effective action is taken to resolve any issues and identify the root causes?

- **Internal focus, product assurance**

What methods have you used to provide assurance and reporting to the senior management on the organisation's overall achievement of customers' product/service requirements and levels of customer satisfaction?

- **External focus, supply chain assurance**

How have you ensured appropriate methods are used to select suppliers and to ensure flow down of customer and stakeholder requirements to the organisation's supply chain?

What methods have you used to assess supplier performance and to identify risk, failure and non-conformance?

How have you supported the organisation in evaluating any problems and risks, and in the development of appropriate mitigation and solutions, and ensured solutions are managed to closure?

(continued overleaf)

A2 - Product & service assurance

- **Internal focus, process assurance**

How have you ensured the flow down of customer product/service requirements across the delivery teams and ensured effective planning and internal controls are in place?

What methods have you used to ensure an effective balance of self-assurance vs independent product/service assurance?

How have you identified risks, failures and non-conformances associated with customer product/service requirements and ensured effective action is taken to resolve any issues and identify the root causes and ensure solutions are managed to closure?

- **Internal focus, product assurance**

How have you provided assurance and reporting to the product/service delivery team, customer and stakeholders on the overall achievement of product/service requirements and levels of customer/stakeholder satisfaction?

- **External focus, supply chain assurance**

How have you ensured appropriate methods are used to select suppliers and to ensure flow down of customer and stakeholder product / service requirements to the organisation's supply chain?

What methods have you used to assess supplier product/service delivery performance and to identify risk, failure and non-conformance?

How have you supported the product/service delivery team in evaluating any problems and risks, and in the development of appropriate mitigation and solutions?

Evidence references
Please list a **maximum** of two pieces of evidence which support your competence statement, and attach them to your application. Make sure the title of your evidence and the reference number appears at the top of each attached document.

REFERENCE	HEADING / TITLE OF MY EVIDENCE
e.g. Assur. 1, Assur. 2	

Qualifications and training references

REFERENCE	NAME OF QUALIFICATION / TRAINING, AND LEARNING OUTCOME
e.g. Assur. 1, Assur. 2	

Self-assessment scores (see table I)

Skills and experience	Knowledge
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D. Your competence: Improvement

Facilitate a culture of evaluation (both qualitative and quantitative), learning and improvement which drives more effective, efficient and agile ways of working to support business strategy, enhance reputation and increase profitability.

Improvement competence statement

Please provide one or two examples which highlight your experience, responsibilities, expertise and the benefit to your organisation. You can use examples of any of the following:

I1 - Organisational improvement

- **Gathering insight**

What methods have you used to understand all stakeholder needs and to identify any changes to the organisation's context including changes to the market, customer requirements and other factors impacting on the organisation?

What benchmarking or other appropriate tools and techniques have you used to evaluate performance and improvement priorities?

- **Evaluating results**

How have you facilitated the development and use of appropriate measures of operational performance and product / service quality across the organisation to ensure fact-based decision making and helped establish priorities for change?

- **Implementing improvement**

How have you evaluated the nature and magnitude of change required (incremental, step change, transformational) and how to achieve the required changes through the development of the organisation's people, processes, tools, technologies and/or infrastructure?

How have you identified issues associated with the organisation's culture with respect to achieving and sustaining the desired levels of operational performance and product / service quality?

(continued overleaf)

I2 - Product & service improvement

- **Gathering insight**

What methods have you used to understand all stakeholder product / service needs and to identify any changes to the organisation's product/service delivery context including changes to the market, customer requirements and other factors impacting on the organisation's products and services?

What benchmarking and other appropriate tools and techniques have you used to evaluate product/service performance and improvement priorities?

- **Evaluating results**

How have you facilitated the development and use of appropriate measures of operational performance and product/service quality across the organisation to ensure fact-based decision making and helped establish priorities for change?

- **Implementing improvement**

How have you evaluated the nature and magnitude of product/service change required (incremental, step change, transformational) and how to achieve the required changes through the development of the organisation's people, processes, tools, technologies and/or infrastructure.

How have you identified any issues associated with the organisation's culture with respect to achieving and sustaining the desired levels of operational performance and product/service quality?

Evidence references

Please list a **maximum** of two pieces of evidence which support your competence statement, and attach them to your application. Make sure the title of your evidence and the reference number appears at the top of each attached document.

REFERENCE	HEADING / TITLE OF MY EVIDENCE
e.g. Impr. 1, Impr. 2	

Qualifications and training references

REFERENCE	NAME OF QUALIFICATION / TRAINING, AND LEARNING OUTCOME
e.g. Impr. 1, Impr. 2	

Self-assessment scores (see table I)

Skills and experience	Knowledge
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E. Your competence: Context

Use domain and / or industry-specific knowledge to ensure effective implementation of governance, assurance and improvement.

Context competence statement

Please provide one or two examples which highlight your experience, responsibilities, expertise and the benefit to your organisation. You can use examples of any of the following:

C1 Product, service, process expertise

- How have you used your detailed knowledge of customers' specific requirements and expectations ensuring that the appropriate plans, specifications, reviews and controls are in place. How have you established effective lines of communication with the customer?

How have you used knowledge of the market, competition and potential peers to establish quality differentiators and benchmarking opportunities with respect to the products and services of the organisation?

How have you used your experience and understanding of specific assurance and improvement tools and techniques relevant to the product / service delivery?

C2 Compliance

- What methods have you used to establish legal, regulatory, societal and standards-related compliance requirements?

How have you ensured that these are coherent with the organisation's policies and processes and are effectively linked to the business strategy?

How have you ensured requirements for governance, according to stakeholders' needs, are effectively communicated throughout the organisation?

Evidence references
Please list a **maximum** of two pieces of evidence which support your competence statement, and attach them to your application. Make sure the title of your evidence and the reference number appears at the top of each attached document.

REFERENCE	HEADING / TITLE OF MY EVIDENCE
e.g. Con. 1, Con. 2	

Qualifications and training references

REFERENCE	NAME OF QUALIFICATION / TRAINING, AND LEARNING OUTCOME
e.g. Con. 1, Con. 2	

Self-assessment scores (see table I)

Skills and experience	Knowledge
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F. Your competence: Leadership

Use domain and/or industry-specific knowledge to ensure effective implementation of governance, assurance and improvement.

Leadership competence statement

Please provide one or two examples which highlight your experience, responsibilities, expertise and the benefit to your organisation. You can use examples of any of the following:

L1 Quality Leadership

- **The quality advocate**

How have you articulated a clear vision for quality as a strategic imperative that supports the organisation's broader aims and objectives?

- **The stakeholder advocate**

How have you acted as the conscience in the organisation, making interventions whenever necessary to ensure customer and stakeholder requirements are addressed?

- **The systems thinker**

How have you looked across business functions and hierarchies to promote a holistic view of the organisation and its requirements?

- **The fact-based thinker**

How have you promoted a culture of decision-making based on factual evidence and the measurement of performance?

- **The quality planner**

How have you advocated the principle of planning for quality to prevent potential problems with product and service quality?

Evidence references
Please list a **maximum** of two pieces of evidence which support your competence statement, and attach them to your application. Make sure the title of your evidence and the reference number appears at the top of each attached document.

REFERENCE	HEADING / TITLE OF MY EVIDENCE
e.g. Lead. I	

Qualifications and training references

REFERENCE	NAME OF QUALIFICATION / TRAINING, AND LEARNING OUTCOME
e.g. Lead. I	

Self-assessment scores (see table I)

Skills and experience	Knowledge
-----------------------	-----------

H. Your development plan

Your development as a Chartered Quality Professional will never stop; you have a commitment to keep up to date with the profession. All Chartered Quality Professionals have a requirement to record their Continuing Professional Development (CPD). For more on CPD, visit www.quality.org.

This section is about your learning and development objectives. Your responses should tell us where you are now, where you want to be, and how you plan to get there.

Identify between three and five short and concise objectives which identify skills and knowledge you would like to develop and keep up-to-date.

You may like to consider;

- any changes in quality approaches / best practice which affect you
- your career plans
- your strengths and weaknesses
- your current role and objectives
- your organisational / client requirements
- the knowledge and skills outlined in the CQI Competency Framework

Development plan

Objective 1 (50 – 100 words)

Objective 2 (50 – 100 words)

Objective 3 (50 – 100 words)

Optional Objective 4 (50 – 100 words)

Optional Objective 5 (50 – 100 words)

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Your community

From tours inside local organisations to talks from business leaders and quality experts, our branches and special interest groups give you the opportunity to network and exchange ideas.

You can change your preferences at any time by visiting our website [Quality.org/members-area](https://www.quality.org/members-area)

Branches

Choose **one** home branch and **one** work branch.

HOME WORK

Avon
Birmingham
Chiltern
Cumbria
Derby & Nottingham
Devon & Cornwall
East of Scotland
Gloucester
Greater Manchester
Hong Kong
Leicester & Coventry
London
Milton Keynes

HOME WORK

North of Scotland
Northern Ireland
Peterborough & Cambridge
Singapore
Southern
Teeside
Thames Valley
Tyne & Wear
Wales
Wessex
West of Scotland
Wolverhampton
Yorkshire

Special interest groups

Joining a special interest group (SIG) is optional. You can join as many or as few as you like.

Construction
Defence
Deming
Integrated Management

Medical Technologies
Nuclear
Next Generation Network
Pharmaceutical
Rail

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Application checklist

I have provided;

A. My background

A CV which details my experience and qualifications.

Further information about relevant experience or learning which is not included in my CV (optional)

B – F. My competence

	Area of competence				
	Governance	Assurance	Improvement	Context	Leadership
My competence statement					
A self-assessment score for my skills and experience, and knowledge					
Appendices Evidence supporting my competence statement					
Qualifications and training that support my competence statement					

G. My development plan

Between three and five concise objectives which identify skills and knowledge that I would like to develop and keep up-to-date.

Your application fee

To submit your application, please provide your payment details:

I wish to pay via secure web portal

I wish to make payment via the telephone. Please contact me.

Once we have received your application fee, we will assess your information and let you know the outcome of your application within three weeks. If you are a new applicant, we will contact you to request your first years' membership fee.

Your declaration

By supplying your details you are allowing the CQI to process your personal data in relation to your membership application, and to provide information about other CQI products and services that may be of interest to you. Please note that if we receive your application incomplete, we will contact you to discuss any further requirements.

☒ I agree I will be governed by the CQI Charter and code of conduct, and I will advance the objectives of the CQI to the best of my abilities for such time as I remain a member.

The CQI Charter and [code of conduct](#), and full details of the CQI Privacy Policy are available at [quality.org](#)

I confirm that the information supplied in relation to this application is correct.

I agree to receive information about third party services or products that may be of interest to me.

Signature of applicant

Date