

## 1. What is your level of CQI membership?







|                                    |                        | Response Percent | Response Count |
|------------------------------------|------------------------|------------------|----------------|
| Associate (ACQI)                   | <div><div></div></div> | 29.6%            | 157            |
| Practitioner (PCQI)                | <div><div></div></div> | 0.9%             | 5              |
| Member (MCQI)                      | <div><div></div></div> | 14.9%            | 79             |
| <b>Chartered Member (MCQI CQP)</b> | <div><div></div></div> | <b>41.5%</b>     | <b>220</b>     |
| Fellow (FCQI)                      | <div><div></div></div> | 2.3%             | 12             |
| Chartered Fellow (FCQI CQP)        | <div><div></div></div> | 4.5%             | 24             |
| I am not a CQI member              | <div><div></div></div> | 5.3%             | 28             |
| Other                              | <div><div></div></div> | 0.9%             | 5              |

If other please specify

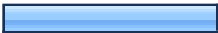










4

|                          |            |
|--------------------------|------------|
| <b>answered question</b> | <b>530</b> |
| <b>skipped question</b>  | <b>0</b>   |







2. How old are you?

|               |   | Response<br>Percent | Response<br>Count |
|---------------|---|---------------------|-------------------|
| 25 or younger |  | 2.1%                | 11                |
| 26 to 35      |  | 12.1%               | 64                |
| 36 to 45      |  | 21.4%               | 113               |
| 46 to 55      |  | 36.3%               | 192               |
| 56 to 65      |  | 24.6%               | 130               |
| Older than 66 |  | 3.6%                | 19                |
|               |   | answered question   | 529               |
|               |   | skipped question    | 1                 |









### 3. Where are you based?

|   |   | Response<br>Percent | Response<br>Count |
|---|---|---------------------|-------------------|
| South-east England                                |    | 31.7%               | 167               |
| South-west England                                |    | 10.6%               | 56                |
| Midlands  |    | 14.4%               | 76                |
| North-east England                                |    | 8.3%                | 44                |
| North-west England                                |    | 9.9%                | 52                |
| Northern Ireland                                  |    | 1.3%                | 7                 |
| Scotland  |    | 7.6%                | 40                |
| Wales   |    | 3.0%                | 16                |
| Republic of Ireland                               |    | 0.6%                | 3                 |
| Rest of Europe                                    |   | 3.8%                | 20                |
| Rest of the world                                 |  | 8.7%                | 46                |
| Please specify if rest of Europe or rest of world |   |                     | 62                |
| answered question                                 |   |                     | 527               |
| skipped question                                  |   |                     | 3                 |








#### 4. Are you:

|   |  | Response<br>Percent | Response<br>Count |
|---|--|---------------------|-------------------|
| A full-time employee  |  | 87.4%               | 463               |
| A part-time employee  |   | 2.6%                | 14                |
| Self-employed   |   | 4.3%                | 23                |
| A self-employed consultant or auditor who is also a full -time or part-time employee for another organization |   | 3.4%                | 18                |
| Unemployed  |   | 0.4%                | 2                 |
| Retired   |   | 1.9%                | 10                |
| answered question   |  |                     | 530               |
| skipped question  |  |                     | 0                 |




















#### 5. What is your highest level of completed education?
















|                                  |   | Response<br>Percent | Response<br>Count |
|----------------------------------|---|---------------------|-------------------|
| Up to secondary education        |  | 3.8%                | 20                |
| CQI Certificate                  |  | 4.2%                | 22                |
| CQI Diploma                      |  | 6.1%                | 32                |
| Vocational/technical certificate |  | 21.8%               | 115               |
| Vocational/technical degree      |  | 8.5%                | 45                |
| <b>Bachelor's degree</b>         |  | 31.9%               | 168               |
| Master's degree                  |  | 22.0%               | 116               |
| Doctorate                        |  | 1.7%                | 9                 |
| answered question                |   |                     | 527               |
| skipped question                 |   |                     | 3                 |

## 6. How many years' experience do you have in the quality profession?

|                           |   | Response<br>Percent | Response<br>Count |
|---------------------------|---|---------------------|-------------------|
| None                      |  | 0.6%                | 3                 |
| Less than 1 year          |  | 2.1%                | 11                |
| 1 to 2 years              |  | 1.9%                | 10                |
| 2 to 5 years              |  | 8.7%                | 46                |
| 5 to 10 years             |  | 15.3%               | 81                |
| 10 to 20 years            |  | 31.1%               | 165               |
| <b>More than 20 years</b> |  | <b>40.4%</b>        | <b>214</b>        |
| answered question         |   |                     | <b>530</b>        |
| skipped question          |   |                     | <b>0</b>          |

## 7. What is your organization's main sector?








|  |   | Response<br>Percent | Response<br>Count |
|--|---|---------------------|-------------------|
| Across all sectors   |    | 4.4%                | 23                |
| Agriculture and fishing  |    | 0.2%                | 1                 |
| Automotive   |    | 4.2%                | 22                |
| Certification services   |    | 1.5%                | 8                 |
| Chemicals and pharmaceuticals                                  |    | 3.5%                | 18                |
| Concrete, cement, lime, plaster<br>etc.                        |    | 0.4%                | 2                 |
| Construction   |    | 10.0%               | 52                |
| Defence  |    | 6.8%                | 35                |
| Education, health or social work                               |    | 2.3%                | 12                |
| Electrical and optical equipment                               |   | 1.0%                | 5                 |
| Energy   |  | 4.6%                | 24                |
| Engineering services   |  | 7.1%                | 37                |
| Environmental services   |  | 0.8%                | 4                 |
| Finance, financial intermediation<br>(real estate and renting) |  | 1.0%                | 5                 |
| Food products, beverages and<br>tobacco                        |  | 0.6%                | 3                 |
| Healthcare   |  | 3.7%                | 19                |
| Hospitality including hotels and<br>restaurants                |   | 0.0%                | 0                 |
| Information technology or related<br>service                   |  | 2.7%                | 14                |
| Institute, consultancy or business<br>support organisation     |  | 1.2%                | 6                 |
| Inspection and testing labs                                    |  | 0.8%                | 4                 |

|   |   |              |           |
|---|---|--------------|-----------|
| Insurance and finance                                 |    | 1.0%         | 5         |
| Machinery and equipment                               |    | 1.5%         | 8         |
| Manufacturing (not elsewhere specified)               |    | 6.9%         | 36        |
| Medical devices                                       |    | 4.4%         | 23        |
| Metal products  |    | 1.0%         | 5         |
| Mining and quarrying                                  |    | 0.6%         | 3         |
| Nuclear   |    | 2.7%         | 14        |
| Public administration                                 |    | 1.7%         | 9         |
| Publishing or printing                                |    | 1.0%         | 5         |
| Recycling   |   | 0.0%         | 0         |
| Rubber, plastics and non-metallic mineral products    |    | 1.0%         | 5         |
| Shipbuilding, aerospace or other transport equipment  |  | 3.1%         | 16        |
| Textiles, leather, wood or paper and related products |   | 0.0%         | 0         |
| Transport, storage and distribution                   |  | 1.2%         | 6         |
| Utilities (electricity, gas, water) supply            |  | 1.5%         | 8         |
| Wholesale and retail                                  |  | 1.0%         | 5         |
| <b>Other</b>  |  | <b>14.7%</b> | <b>76</b> |






If other please specify 84

|                          |            |
|--------------------------|------------|
| <b>answered question</b> | <b>518</b> |
| <b>skipped question</b>  | <b>12</b>  |

## 8. How many people does your organization employ?



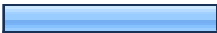


|                   |   | Response<br>Percent | Response<br>Count |
|-------------------|---|---------------------|-------------------|
| 0-50              |  | 13.9%               | 72                |
| 51-100            |  | 8.9%                | 46                |
| <b>101-500</b>    |  | <b>22.4%</b>        | <b>116</b>        |
| 501-1,000         |  | 7.9%                | 41                |
| 1,001-5,000       |  | 17.8%               | 92                |
| 5,001-10,000      |  | 9.7%                | 50                |
| 10,001+           |  | 19.5%               | 101               |
| answered question |   |                     | <b>518</b>        |
| skipped question  |   |                     | <b>12</b>         |

## 9. What is the approximate annual turnover of your organization?






|                   |  | Response<br>Percent | Response<br>Count |
|-------------------|--|---------------------|-------------------|
| £0-100,000        |   | 6.0%                | 31                |
| £100,001-£500,000 |   | 3.5%                | 18                |
| £500,001-£1m      |   | 3.3%                | 17                |
| £1,000,001-£5m    |   | 12.5%               | 65                |
| <b>£5m+</b>       |  | <b>74.7%</b>        | <b>387</b>        |
| answered question |  |                     | <b>518</b>        |
| skipped question  |  |                     | <b>12</b>         |









## 10. How long have you been in your current position?

|                     |   | Response Percent | Response Count |
|---------------------|---|------------------|----------------|
| Less than 1 year    |  | 17.0%            | 87             |
| 1 to 2 years        |  | 14.5%            | 74             |
| <b>2 to 5 years</b> |  | <b>31.9%</b>     | <b>163</b>     |
| 5 to 10 years       |  | 20.4%            | 104            |
| More than 10 years  |  | 16.2%            | 83             |
| answered question   |   |                  | <b>511</b>     |
| skipped question    |   |                  | <b>19</b>      |















## 11. To what extent does your job include quality-related duties?

|                                       |   | Response Percent | Response Count |
|---------------------------------------|---|------------------|----------------|
| None of my duties are quality related |  | 0.6%             | 3              |
| Up to 25%                             |  | 8.0%             | 41             |
| 26% to 50%                            |  | 11.5%            | 59             |
| 51% to 75%                            |  | 13.8%            | 71             |
| <b>76% to 100%</b>                    |  | <b>66.2%</b>     | <b>341</b>     |
| answered question                     |   |                  | <b>515</b>     |
| skipped question                      |   |                  | <b>15</b>      |

## 12. For which of the following areas do you hold responsibility?

|                                 |   | Response<br>Percent      | Response<br>Count |
|---------------------------------|---|--------------------------|-------------------|
| Corporate social responsibility |  | 20.1%                    | 81                |
| Customer service                |  | 39.0%                    | 157               |
| Health and safety               |  | 37.7%                    | 152               |
| <b>Operational efficiency</b>   |  | <b>64.3%</b>             | <b>259</b>        |
| Risk management                 |  | 46.9%                    | 189               |
| Supply chain management         |  | 33.7%                    | 136               |
| Other (please specify)          |   |                          | 158               |
|                                 |   | <b>answered question</b> | <b>403</b>        |
|                                 |   | <b>skipped question</b>  | <b>127</b>        |

### 13. Which description most closely matches your job title?

|   |   | Response<br>Percent | Response<br>Count |
|---|---|---------------------|-------------------|
| Auditor or assessor                         |    | 4.8%                | 25                |
| Consultant                                  |    | 7.9%                | 41                |
| Director/leader                             |    | 13.3%               | 69                |
| Internal auditor                            |    | 1.0%                | 5                 |
| Process/manufacturing/project engineer      |    | 2.3%                | 12                |
| Quality engineer                            |    | 12.5%               | 65                |
| <b>Quality manager or Quality assurance</b> |    | <b>51.5%</b>        | <b>267</b>        |
| Reliability/safety engineer                 |    | 0.8%                | 4                 |
| Six sigma green/yellow/black belt           |    | 1.9%                | 10                |
| Software quality engineer                   |   | 0.4%                | 2                 |
| Supervisor                                  |  | 0.8%                | 4                 |
| Supplier quality assurance                  |  | 2.3%                | 12                |
| Technician                                  |  | 0.2%                | 1                 |
| Trainer/lecturer                            |  | 0.2%                | 1                 |
| <b>answered question</b>                    |   |                     | <b>518</b>        |
| <b>skipped question</b>                     |   |                     | <b>12</b>         |

14. What is your actual job title?

|                   |  | Response Count |
|-------------------|--|----------------|
|                   |  | 518            |
| answered question |  | 518            |
| skipped question  |  | 12             |

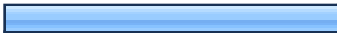




15. What is the approximate annual budget of the quality function within your organization?

|                   |  | Response Count |
|-------------------|--|----------------|
|                   |  | 494            |
| answered question |  | 494            |
| skipped question  |  | 36             |



16. Do you have responsibility for managing the quality budget within your organization?

|                   |             | Response Percent | Response Count |
|-------------------|-------------|------------------|----------------|
| Yes               | <div></div> | 30.2%            | 149            |
| No                | <div></div> | 69.8%            | 345            |
| answered question |             |                  | 494            |
| skipped question  |             |                  | 36             |






**17. If you answered yes to question 16, which of the following areas of the budget are you responsible for?**

|                       |  | Response<br>Percent | Response<br>Count |
|-----------------------|--|---------------------|-------------------|
| Calibration equipment |   | 50.0%               | 70                |
| Hardware              |   | 36.4%               | 51                |
| Recruitment           |   | 59.3%               | 83                |
| Software/IT systems   |   | 42.1%               | 59                |
| Training              |  | 75.7%               | 106               |
|                       | Other (please specify)   |                     | 52                |
| answered question     |  |                     | 140               |
| skipped question      |  |                     | 390               |






**18. Do you influence purchasing decisions outside of the quality department which contribute to the overall quality of your organization?**

|                   |   | Response<br>Percent | Response<br>Count |
|-------------------|---|---------------------|-------------------|
| Yes               |  | 58.8%               | 285               |
| No                |  | 41.2%               | 200               |
| answered question |   |                     | 485               |
| skipped question  |   |                     | 45                |




### 19. If you answered yes to question 18, do you influence purchasing decisions for:

|                        |  | Response Percent | Response Count |
|------------------------|--|------------------|----------------|
| Calibration equipment  |   | 46.3%            | 114            |
| Hardware               |   | 50.0%            | 123            |
| Recruitment            |   | 42.7%            | 105            |
| Software/IT systems    |   | 52.0%            | 128            |
| Training               |  | 74.4%            | 183            |
| Other (please specify) |  |                  | 65             |
| answered question      |  |                  | 246            |
| skipped question       |  |                  | 284            |


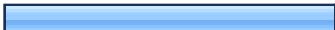

### 20. If your organization has a quality department how many people are in it?

|  |   | Response Percent | Response Count |
|--|---|------------------|----------------|
| My company doesn't have a quality department |  | 14.8%            | 72             |
| 1 to 2                                       |  | 17.9%            | 87             |
| 3 to 5                                       |  | 17.9%            | 87             |
| 6 to 10                                      |  | 11.9%            | 58             |
| More than 10                                 |  | 38.1%            | 185            |
| answered question                            |   |                  | 486            |
| skipped question                             |   |                  | 44             |






**21. If your organization has a quality department, in 2011 has the number of employees within that department:**

|                        |   | Response<br>Percent | Response<br>Count |
|------------------------|---|---------------------|-------------------|
| Increased              |  | 28.3%               | 117               |
| Decreased              |  | 17.9%               | 74                |
| <b>Stayed the same</b> |  | <b>53.8%</b>        | <b>222</b>        |
| Please comment         |   |                     | 59                |
| answered question      |   |                     | 413               |
| skipped question       |   |                     | 117               |



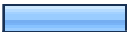
**22. Are quality professionals employed within senior roles at your organization, ie director or board level?**

|                        |   | Response<br>Percent | Response<br>Count |
|------------------------|---|---------------------|-------------------|
| Yes                    |  | 42.9%               | 212               |
| <b>No</b>              |  | <b>49.6%</b>        | <b>245</b>        |
| Not sure               |  | 7.9%                | 39                |
| Other (please specify) |   |                     | 14                |
| answered question      |   |                     | 494               |
| skipped question       |   |                     | 36                |

### 23. How important is CQI membership to your post?

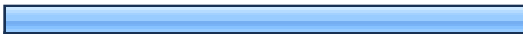


|                                      |   | Response Percent | Response Count |
|--------------------------------------|---|------------------|----------------|
| It is a prerequisite for the post    |  | 8.1%             | 40             |
| Highly valued, but not essential     |  | 36.8%            | 182            |
| Acknowledged, but not seen as needed |  | 36.8%            | 182            |
| Not needed                           |  | 17.2%            | 85             |
| I don't know                         |  | 1.0%             | 5              |
| answered question                    |   |                  | 494            |
| skipped question                     |   |                  | 36             |

### 24. Do you feel that CQI membership has become more important to your employer in 2011?









|                        |   | Response Percent | Response Count |
|------------------------|---|------------------|----------------|
| Yes                    |  | 21.1%            | 104            |
| No                     |  | 60.7%            | 300            |
| Not sure               |  | 18.2%            | 90             |
| Other (please specify) |   |                  | 20             |
| answered question      |   |                  | 494            |
| skipped question       |   |                  | 36             |



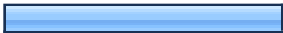





## 25. In your opinion, does your employer value quality as a function?

|                        |  | Response<br>Percent | Response<br>Count |
|------------------------|--|---------------------|-------------------|
| Yes                    |  | 78.0%               | 373               |
| No                     |   | 13.4%               | 64                |
| Not sure               |   | 8.6%                | 41                |
| Other (please specify) |  |                     | 35                |
| answered question      |  |                     | 478               |
| skipped question       |  |                     | 52                |









## 26. What is your anticipated annual salary for 2011? Do not include bonuses, profit sharing, expenses or any other benefits.

|                   |   | Response<br>Percent | Response<br>Count |
|-------------------|---|---------------------|-------------------|
| Up to £20,000     |  | 6.2%                | 30                |
| £20,000 - £25,000 |  | 5.8%                | 28                |
| £25,001 - £30,000 |  | 8.4%                | 41                |
| £30,001 - £40,000 |  | 24.9%               | 121               |
| £40,001 - £50,000 |  | 22.0%               | 107               |
| £51,000 - £60,000 |  | 11.3%               | 55                |
| £61,000 - £90,000 |  | 13.6%               | 66                |
| More than £90,000 |  | 7.8%                | 38                |
| answered question |   |                     | 486               |
| skipped question  |   |                     | 44                |









**27. What additional annual payments are you expecting for 2011? Please include anticipated bonuses, profit sharing and any other benefits.**

|                   |   | Response<br>Percent | Response<br>Count |
|-------------------|---|---------------------|-------------------|
| None              |  | 41.7%               | 202               |
| Up to £1,000      |  | 12.4%               | 60                |
| £1,001 - £3,000   |  | 12.8%               | 62                |
| £3,001 - £6,000   |  | 12.8%               | 62                |
| £6,001 - £10,000  |  | 9.3%                | 45                |
| More than £10,000 |  | 11.0%               | 53                |
| answered question |   |                     | 484               |
| skipped question  |   |                     | 46                |









**28. When did you last receive a pay rise?**

|  |   | Response<br>Percent | Response<br>Count |
|--|---|---------------------|-------------------|
| I have never received a pay rise in a quality-related position |  | 6.3%                | 30                |
| Last six months  |  | 40.8%               | 195               |
| Last 12 months   |  | 27.6%               | 132               |
| 1 to 2 years ago   |  | 10.7%               | 51                |
| 2 to 3 years ago   |  | 5.6%                | 27                |
| 3 to 4 years ago   |  | 4.8%                | 23                |
| 4 to 5 years ago   |  | 1.0%                | 5                 |
| More than 5 years ago  |  | 3.1%                | 15                |
| answered question  |   |                     | 478               |
| skipped question   |   |                     | 52                |

## 29. How large was your last pay rise?

|  |   | Response<br>Percent | Response<br>Count |
|--|---|---------------------|-------------------|
| I had a pay cut  |  | 2.5%                | 12                |
| I have never received a pay rise in a quality-related position |  | 6.3%                | 30                |
| Up to 2%   |  | 32.6%               | 156               |
| <b>2 to 4%</b>   |  | <b>32.8%</b>        | <b>157</b>        |
| 4 to 6%  |  | 10.9%               | 52                |
| 6 to 8%  |  | 3.3%                | 16                |
| 8 to 10%   |  | 4.6%                | 22                |
| More than 10%  |  | 6.9%                | 33                |
| answered question  |   |                     | <b>478</b>        |
| skipped question   |   |                     | <b>52</b>         |

**30. How large do you expect your next pay rise to be?**

|                           |   | Response<br>Percent | Response<br>Count |
|---------------------------|---|---------------------|-------------------|
| I expect a pay cut        |  | 1.3%                | 6                 |
| I don't expect a pay rise |  | 34.1%               | 162               |
| Up to 2%                  |  | 22.1%               | 105               |
| 2 to 4%                   |  | 26.9%               | 128               |
| 4 to 6%                   |  | 8.8%                | 42                |
| 6 to 8%                   |  | 1.9%                | 9                 |
| 8 to 10%                  |  | 2.9%                | 14                |
| More than 10%             |  | 1.9%                | 9                 |
| answered question         |   |                     | 475               |
| skipped question          |   |                     | 55                |

**31. Please add any additional comments below.**

|                   |  | Response<br>Count |
|-------------------|--|-------------------|
|                   |  | 65                |
| answered question |  | 65                |
| skipped question  |  | 465               |

**32. Please state your email address if you wish to take part in the competition.**

|                   |  | Response<br>Count |
|-------------------|--|-------------------|
|                   |  | 269               |
| answered question |  | 269               |
| skipped question  |  | 261               |