

Apply by
31 January 2025



INTERNATIONAL
QUALITY
AWARDS **25**

#CQIQualityAwards

The awards

Spanning nine categories, our annual International Quality Awards recognise and reward the contribution of quality professionals, teams and entire organisations worldwide. To ensure the highest level of rigour, a panel of subject matter experts judge each category.

Who should apply?

We welcome applications from everyone including CQI members, IRCA registered auditors, non-members, teams and organisations. All awards have different criteria and marking schemes to fit various career stages and organisational contexts.

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

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

Why apply?

- show leadership in quality within your organisation
- share your story for the benefit of other quality professionals
- advocate the strategic value of quality professionals and auditors for organisations and industry
- feature in promotional activities if you're a finalist
- collect a trophy at the awards ceremony and feature in Quality World magazine if you win
- receive recognition from influencers and peers within the profession and across industry

Key dates

13 November 2024

Entries open

31 January 2025

Deadline for applications

3-21 February

First round of judging takes place - shortlisting of entries

10 – 28 March

Online interviews for shortlisted entries

2 April

Shortlisted entries (finalists) announced

19 June

Winners announced at Quality Live

Award categories

25

Emerging Talent

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

Quality Professional of the Year

The quality professional who has demonstrated the greatest impact on their organisation. This must be achieved by applying their knowledge and skills in the CQI Profession Map areas of Governance, Assurance, Improvement and Leadership.

Entrants must be chartered members or chartered fellows.

Digital Innovation

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

***Revised* ESG Impact**

The strategy, initiative or project that best demonstrates impactful environmental, social and governance practice. It highlights improvements in processes, products and services that benefit people and the planet.

***New* Developing Quality Talent**

The strategy, initiative or project that best identifies and develops quality talent.

Quality Team of the Year

The quality team that has demonstrated the greatest impact on their organisation. This must be achieved by applying their knowledge and skills in the CQI Profession Map areas of Governance, Assurance, Improvement and Leadership.

Quality Organisation of the Year

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

***Revised* CQI Volunteering Impact**

The volunteering activity or activities that have made a demonstrable impact on the CQI, its members and/or the wider quality profession.

Outstanding Contribution to Quality Management Practice

An individual or organisation that has made a significant and lasting contribution to quality management, resulting in clear benefits to society, in any one or more of the following areas:

- academic thinking
- education
- policy
- practice

This is an honorary award and therefore not open to public entries.

The entry process

Entry details

All entries are completed online. Visit quality.org/IQA24 to submit an entry.

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

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

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

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

Submission allowance:

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

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

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

Supporting slides

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

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

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

Judging process

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

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

All interviews will be held online, using either MS Teams or Zoom. The interview lasts for one hour and the judges can question finalists on any aspect of their submission. At the interview, candidates are given the opportunity to discuss their written entries in more detail. You may invite an interpreter if you wish to.

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

All winners are revealed at the live awards ceremony on 19 June.

*Entry fees

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

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

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

Individual awards: criteria and marking scheme

Our individual awards categories relate to different stages of your quality career so please make sure you apply to the one which best suits you.

Emerging Talent

The quality professional who, within the first five years of their career, has demonstrated the greatest impact on their organisation.

Context	Describe how you have positively impacted your organisation by using your understanding of its context in how you do your job.	10 marks approach 10 marks results
Governance	How have you made an impact on your organisation through your approach to meeting its governance requirements?	10 marks approach 10 marks results
Assurance	How have you made an impact on your organisation through your approach to meeting its assurance requirements?	10 marks approach 10 marks results
Improvement	How have you made an impact on your organisation through your approach to meeting its improvement requirements?	10 marks approach 10 marks results
Leadership	How have you made an impact on your organisation through your leadership behaviours?	10 marks approach 10 marks results

Quality Professional of the Year

The quality professional who has demonstrated the greatest impact on their organisation. Entrants to this category must be chartered members or chartered fellows.

Context	Describe how you have positively impacted your organisation by using your understanding of its context in how you do your job.	10 marks approach 10 marks results
Governance	How have you made an impact on your organisation through your approach to meeting its governance requirements?	10 marks approach 10 marks results
Assurance	How have you made an impact on your organisation through your approach to meeting its assurance requirements?	10 marks approach 10 marks results
Improvement	How have you made an impact on your organisation through your approach to meeting its improvement requirements?	10 marks approach 10 marks results
Leadership	How have you made an impact on your organisation through your leadership behaviours?	10 marks approach 10 marks results

You may submit up to 1,500 words and up to six slides with visual data to support your written application.

Specialist awards: criteria and marking scheme

Digital Innovation

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

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

ESG Impact

The strategy, initiative or project that best demonstrates impactful environmental, social and governance practice. It highlights improvements in processes, products and services that benefit people and the planet.

Context and vision	Describe your organisation's vision for sustainability in the context of your sector or industry. Include details on which UN Sustainable Development Goals align with your vision; opportunities and risks which helped your organisation identify your ESG priorities; and how your quality function/team planned on addressing these priorities.	<i>10 marks approach</i> <i>10 marks results</i>
Delivery	Explain how your quality function/team delivered against your vision, including the details of your materiality assessment. Provide details of the quality tools, techniques and approaches you used or adapted to ensure you met your ESG objectives.	<i>10 marks approach</i> <i>10 marks results</i>
Value chain	Explain how your vision and approach to sustainability influenced your value chain (for example, local communities, wider society, the natural environment and other stakeholders including your supply chain).	<i>10 marks approach</i> <i>10 marks results</i>
Analysis and impact	Describe how you measured the effectiveness of your quality approach in respect of ESG. Summarise the impact of this initiative from an ESG perspective. How does your approach ensure long-term impact and change beyond completing a project or piece of work?	<i>10 marks approach</i> <i>10 marks results</i>
Learning and improvement	Explain how the changes you have made have led to improvements. Referring to your context and vision, what next steps will you take to increase your impact?	<i>10 marks approach</i> <i>10 marks results</i>

You may submit up to 1,500 words and up to six slides with visual data to support your written application.

Team awards: criteria and marking scheme

Developing Quality Talent

NEW for 2025

The strategy, initiative or project that demonstrates a commitment to identifying and developing quality talent.

Context	Describe your organisation including its sector, total number of employees, and the size of the quality team. Summarise the challenges the strategy, initiative or project was designed to solve, or the opportunity (or opportunities) you wanted to take.	<i>There is no score attached to this section.</i>
Solution	Explain how you addressed the challenge or opportunity described above, including other options considered and the rationale for your decisions. Include details of the objectives and targets you wanted to achieve, the resources required, the quality management tools and techniques which were used and the timescale of the work.	<i>10 marks approach 10 marks results</i>
Talent identification and development	Explain how your project or system supported identifying and developing quality talent. How has your project or initiative promoted and delivered equity, diversity and inclusion (EDI) in the workplace. Describe how you engaged with different stakeholder groups.	<i>10 marks approach 10 marks results</i>
Analysis and impact	Explain what impact your project or system had on the performance of your quality function and your organisation. How has it impacted talent recruitment, retention, progression and satisfaction? What impact has the project or system had on quality professionals in your organisation?	<i>10 marks approach 10 marks results</i>
Learning and improvement	Describe how the project or system will be sustained in the future. How are 'lessons learned' used to improve the development of staff and systems? What lessons have you learned that would benefit other organisations?	<i>10 marks approach 10 marks results</i>

Quality Team of the Year

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

Context	Describe how you have positively impacted your organisation by using your understanding of its context in how your team functions.	<i>10 marks approach 10 marks results</i>
Governance	How has your team made an impact on your organisation through its approach to meeting its governance requirements?	<i>10 marks approach 10 marks results</i>
Assurance	How has your team made an impact on your organisation through its approach to meeting its assurance requirements?	<i>10 marks approach 10 marks results</i>
Improvement	How has your team made an impact on your organisation through its approach to meeting its improvement requirements?	<i>10 marks approach 10 marks results</i>
Leadership	How has your team made an impact on your organisation through its leadership behaviours?	<i>10 marks approach 10 marks results</i>

You may submit up to 1,500 words and up to six slides with visual data to support your written application.

Organisation award: criteria and marking scheme

Quality Organisation of the Year

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

Interested parties	How have you identified interested parties, their needs and expectations and their potential impact on the organisation's performance, while keeping the long-term objectives in mind?	<i>10 marks approach</i> <i>10 marks results</i>
Quality culture	How have you determined, implemented and communicated the organisation's mission, vision and values, and promoted an aligned culture at all levels within the organisation?	<i>10 marks approach</i> <i>10 marks results</i>
Leadership	How does top management demonstrate leadership, commitment and strategy within the organisation and maintain the unity of purpose, quality and direction? Explain how you create an environment where people are engaged and committed, and have the necessary resources, training and authority to act with accountability in supporting the organisation's objectives.	<i>10 marks approach</i> <i>10 marks results</i>
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>10 marks approach</i> <i>10 marks results</i>
Resource management	<p>How have you determined and managed the resources needed to achieve the organisation's strategic objectives? Explain how you considered the associated risks and opportunities and their potential effects.</p> <p>Examples of key resources include:</p> <ul style="list-style-type: none">• financial resources• people• organisational knowledge• technology• infrastructure, such as equipment, facilities, energy and utilities• the environment for the organisation's processes• the materials needed for the provision of products and services• information• resources provided externally, including subsidiaries and partnerships• natural resources	<i>10 marks approach</i> <i>10 marks results</i>
Analysis and evaluation	How have you established a systematic approach to collect, analyse and review available information? Explain how you used this information to update your context, policies, strategy and objectives as needed.	<i>10 marks approach</i> <i>10 marks results</i>
Improvement, learning and innovation	How have you implemented improvement, learning and innovation within the organisation's culture and processes and across all levels?	<i>10 marks approach</i> <i>10 marks results</i>

Honourary awards

CQI Volunteering Impact

This award recognises volunteering activity or activities that have made a demonstrable impact on the CQI, its members and/or the wider profession.

We welcome applications from individuals, groups or committees whose voluntary contributions have supported the CQI in furthering its aims to “advance education in, knowledge of, and the practice of, quality in industry, commerce, the public service, and the voluntary sector”.

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

There is no interview stage for this award. Shortlisting will be carried out by a judging panel from the CQI executive. Finalists will be announced alongside the other category finalists and made available to the CQI and IRCA membership to vote for. The membership vote will be added to the judges scoring to determine a winner.

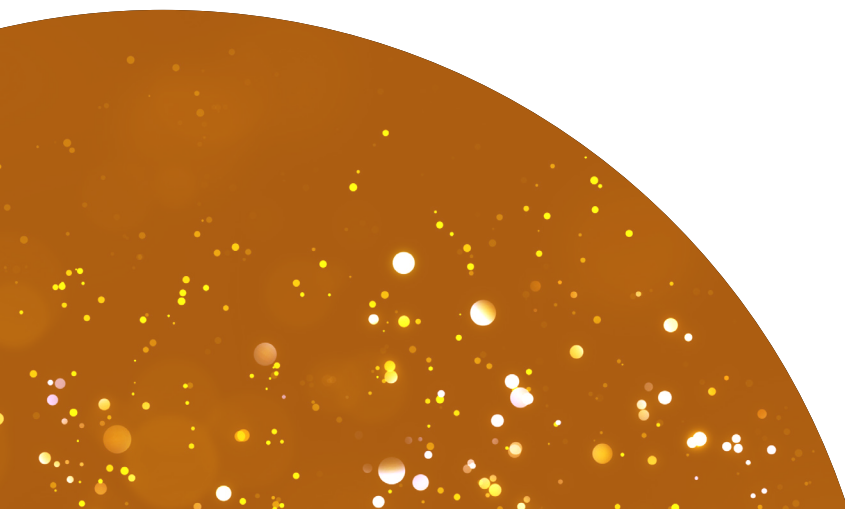
Full details of the judging process can be found on the awards portal.

Outstanding Contribution to Quality Management Practice

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

- academic thinking
- education
- policy
- practice.

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



Terms & conditions for applicants

These terms and conditions are between the Chartered Quality Institute ('the CQI'), a registered charity in England and Wales (charity no. 259678), and each Applicant for one or more awards that may be announced at the International Quality Awards ('the Awards') ceremony at Quality Live 2025. The Awards Process is set by the CQI. The CQI assembles one or more Judging Panels that decide the finalists and winners of each award through a Judging Process that is part of the overall Awards Process.

Applications

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

Entry fees

There is a fee of £299 +VAT per entry to the Digital Innovation, Sustainability Impact, Quality Team of the Year and Quality Organisation of the Year award categories. The only exemption is for CQI corporate partners who can enter these awards for free as part of their partnership. Entry fees should be paid at the same time as the final award submission is made and should be paid using a credit or debit card through the awards portal. Submissions that are made without the accompanying entry fee having been paid will be disqualified. The deadline for all entries and related entry fees is 11:59pm GMT on Friday 31 January 2025.

There is no fee for Applicants entering the Emerging Talent, Quality Professional of the Year or Honourary Award categories.

The judging process

Each category has a Judging Panel made up of independent subject-matter experts. The CQI does not have influence over the shortlisting process, with the exception of the Honourary Awards. In the case of a conflict of interest

identified by a member of the Judging Panel, the CQI will appoint a reserve Judge who will score that particular entry.

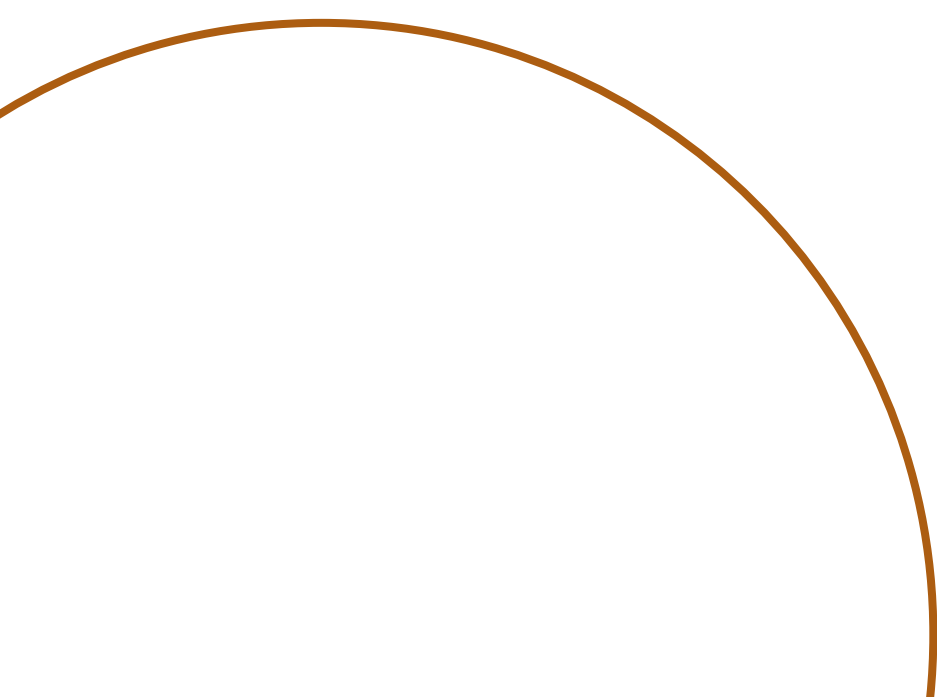
The Applicant understands that the Judging Panel will only consider the first 1,500 words of any entry for the Awards, and the first six PowerPoint-compatible slides. The Judging Panel for the Quality Organisation of the Year award entries will consider a 2,000 word limit and the first eight PowerPoint-compatible slides. The CQI Volunteering Impact award allows a 750 word limit and no PowerPoint-compatible slides. Text or slides over these limit will not be considered by the Judging Panels. No other information will be considered during the Judging Process unless it is otherwise specifically required by the award category in question.

The Applicant understands that decisions of a Judging Panel with respect to the merit of an application are final and non-justiciable. Complaints with respect to the Judging Process may be submitted to the CQI, who will establish any parameters for the investigation of such complaints. The Applicant agrees that the decision of the CQI is determinative in the case of a complaint regarding any aspect of the Judging Process. There is no process of reconsideration or appeal from the final decision of the CQI.

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

Case studies

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



Contact

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