Apply by
8 March 2023

CQI | IRCA

INTERNATIONAL
QUALITY
AWARDS 23
PART OF QUALITY LIVE

#CQIQualityAwards

The awards

Spanning eight 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.

Key milestones

9 January 2023

Entries open

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8 March

Applications close

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13 March

Phase one of the judging process begins

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31 March

Phase one of the judging process ends

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19 April

Finalists announced

——

27 Apr – 12 May

Finalists online interviews

——

15 June

Awards presentation ceremony at Quality Live

Who should apply?

There is a category for everybody. CQI members, IRCA registered auditors, non-members of our institute, teams and organisations are welcome to apply. 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 coach, your manager, your colleague, your quality team, or even your whole organisation.

Why apply?

- Show leadership in quality within your organisation

- Tell your story for the benefit of other quality professionals

- Help industry gain a better understanding of the contribution that quality professionals and auditors make to organisations

- Receive personal written feedback from the judging panel and feature in promotional activities if you become a finalist

- Collect a trophy at the awards ceremony and feature in Quality World magazine if you become a winner

- Receive recognition from influencers and peers within the profession and across industry.

Awards categories

23

① Emerging Talent

The quality professional who has contributed most to their organisation in the areas of governance, assurance, improvement, leadership and context within the *first five years* of their career.

② Digital Innovation

The initiative which best leverages a digital/technology solution to help people improve the performance of their organisation's business processes, as well as the quality of product and service outcomes for customers and stakeholders.

③ Sustainability Impact

The initiative which best translates environmental, social and governance policy and objectives to improve process, product and service outcomes for existing and future stakeholders.

④ Quality Professional of the Year

The quality professional who has contributed most in the areas of governance, assurance, improvement, leadership and context.

Entries are restricted to CQI Chartered Members or Chartered Fellows.

⑤ Quality Team of the Year

A team of quality professionals who have contributed most to their organisation through governance, assurance, improvement, leadership and context.

⑥ Quality Organisation of the Year

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

⑦ CQI Volunteer of the Year

An individual who has demonstrated that they are an exceptional volunteer for the CQI, Their application will demonstrate how they display dedication and enthusiasm for furthering the aims of the institute, and making a positive impact on people or a project.

The individual can nominate themselves or be nominated by a CQI volunteer, a CQI/IRCA member, or the CQI executive team.

⑧ CQI 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 Institute. This is an honorary award and therefore not open to entries.

The entry process

Entry details

All entries are completed online. Visit **quality.org/IQA23** to begin submitting your entry.

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

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

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

You may attach up to six PowerPoint slides containing additional information and supporting evidence. The content could be in the form of text, images, graphs etc., but we do not except hyperlinks or videos.

Applicants of the Quality Organisation of the Year award may support their submission with up to eight PowerPoint slides and 2,000 words in total.

Applications for all other categories cannot exceed 1,500 words in total.

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

Award entries can be submitted at any time between 9 January and 8 March 2023.

Judging process

The judging process is in two phases.

Phase one: For each category, a panel of three judges evaluates all applications and selects a shortlist of finalists. This phase is completed online.

Phase two: The finalists present their entry to the judges at an online interview. Four judges are involved in this phase as the Chief Judge joins each panel at the interview. The winner is selected based on their collective decision.

The CQI Volunteer of the Year and CQI Outstanding Contribution to Quality Management Practice awards do not include an interview process.

All winners are revealed at the live awards ceremony on 15 June.

Interview of finalists

Finalists will be invited to attend an online interview with the category judges who reviewed their entries. All finalists will hold their interview using either Zoom or Teams. The interview lasts up to an hour and the judges can question finalists on any aspect of their submission.

Candidates are given the opportunity to elaborate on their written entries.

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

Interview dates

The finalists' interviews will take place from 27 April – 12 May.

The exact dates for each category will be confirmed with the shortlisted applicants.

Award criteria and marking scheme

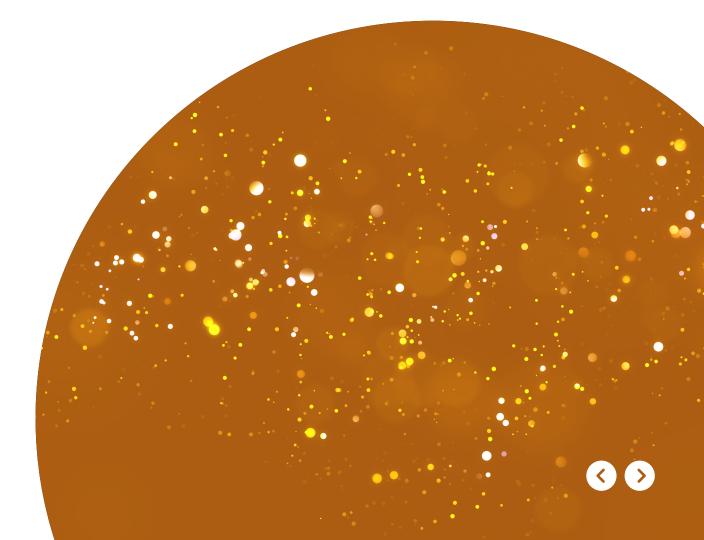| Award category	Criteria	What you should cover in 1,500 words and six supporting PowerPoint slides	Marking scheme
Emerging Talent	Context	Within your role, how do you understand the context of your organisation and build this into the way you do your job? How do you know this is successful?	*10 marks 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*
	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?	*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?	*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?	*10 marks approach* *10 marks results*

Award category	Criteria	What you should cover in 1,500 words and six supporting PowerPoint slides	Marking scheme
Digital Innovation	Context & analysis	How was governance used to identify the opportunity for improvement and to ensure that it supported the organisation's business strategy?	*10 marks approach* *10 marks results*
	Delivery	How was assurance used to plan the implementation of the initiative and to ensure that it successfully delivered the desired business outcomes?	*10 marks approach* *10 marks results*
	Technology	How was appropriate technology / data selected that ensured that it best supported the delivery of desired business outcomes?	*10 marks approach* *10 marks results*
	Quality management	How were quality management practice and tools applied, or adapted, in a digital context, to ensure that business outcomes were delivered successfully?	*10 marks approach* *10 marks results*
	Learning & improvement	How will this initiative be sustained and how will lessons learned be applied to improve the success of future digital initiatives?	*10 marks approach* *10 marks results*

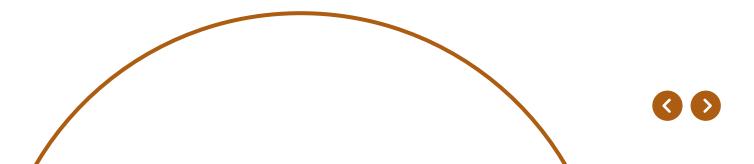| Award category	Criteria	What you should cover in 1,500 words and six supporting PowerPoint slides	Marking scheme
Sustainability Impact	Context	How did you identify the key environmental, social and governance matters that would impact your organisation's ability to deliver to existing and future stakeholders? And how does your approach align with the UN's Sustainable Development Goals?	10 marks approach 10 marks results
	Delivery	How was assurance used to plan the implementation of the initiative and to ensure that it successfully delivered the desired business outcomes?	10 marks approach 10 marks results
	Quality management	How have you used your quality management system to embed a culture of sustainability?	10 marks approach 10 marks results
	Analysis & evaluation	How have you chosen and established a systematic approach to the collection, analysis, and review of available information, in order to support improvement of your sustainability performance?	10 marks approach 10 marks results
	Learning & improvement	How will this initiative be sustained and how will lessons learned be used to improve the success of future sustainability initiatives?	10 marks approach 10 marks results

Award category	Criteria	What you should cover in 1,500 words and six supporting PowerPoint slides	Marking scheme
Quality Professional of the Year	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?	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?	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?	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?	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?	10 marks approach 10 marks results

Award category	Criteria	What you should cover in 1,500 words 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?	*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?	*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?	*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?	*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?	*10 marks approach* *10 marks results*

Award category	Criteria	What you should cover in 2,000 words and eight supporting PowerPoint slides	Marking scheme
Quality Organisation of the Year	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?	*10 marks approach* *10 marks results*
	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?	*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? 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.	*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?	*10 marks approach* *10 marks results*
	Resource management	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. [*]Examples of key resources include: 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	*10 marks approach* *10 marks results*
	Analysis and evaluation	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?	*10 marks approach* *10 marks results*
	Improvement, learning and innovation	How have you implemented, improvement, learning and innovation within organisation's culture and processes, at all levels within the organisation?	*10 marks approach* *10 marks results*

CQI Volunteer of the Year

An individual who has demonstrated that they are an exceptional volunteer for the CQI Their application will be judged on how, through volunteering for the CQI, they display dedication and enthusiasm for furthering the aims of the institute and are making a positive impact on people or a project.
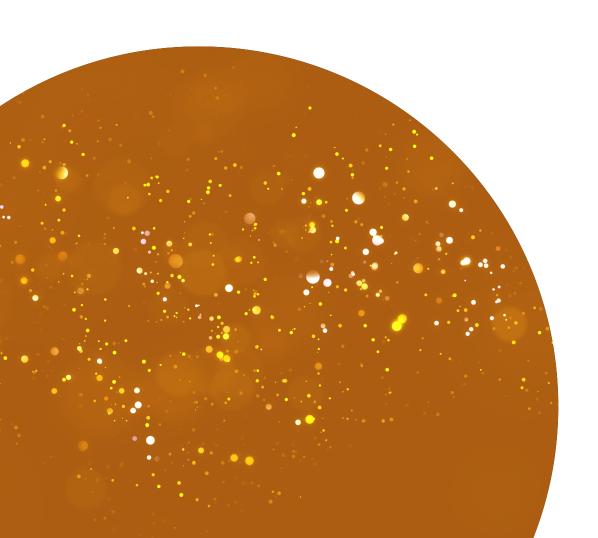
The individual must be a volunteer for the CQI. They can nominate themselves or be nominated by another volunteer, a CQI/IRCA member, or the CQI executive team. The nomination must relate to their volunteering for the CQI.

CQI 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

This is an honorary award and therefore not open to 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 CQI International Quality Awards 2023 ('the Awards'). 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.

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 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 Volunteer of the Year award allows a 1,000 word limit and no PowerPoint-compatible slides. Text or slides over these 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-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 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 CQI. 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

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