

Annual Review
2016



2016: a look back





“this excellent progress is not just the CQI’s to celebrate, but yours”

“2016 was the first year of the strategy period focused on ‘excellence as a profession’ and ‘excellence as a professional body’ that will take us to our centenary in 2019. The achievements in this annual review demonstrate a growing momentum in taking the profession and the discipline of quality management forwards.

“And this excellent progress is not just the CQI’s to celebrate, but yours – the volunteers, partners and members who give time, experience, expertise and influence in support of our institute and our Royal Charter mission.”

Chris Sexton, President, CQI





“the CQI established itself at the leading edge of the current management debate”

“2016 was a year of innovation and influence as we invested to support and promote the profession. We saw two major projects completed: the launch of the new CQI and IRCA training portfolio to provide learning pathways for both quality and non-quality professionals; and the launch of a new website, quality.org, to provide a single source of content for the profession.

“It was also the year when we embarked on our objective to work more closely with other professional bodies to promote the quality profession. With this in mind, the CQI established itself at the leading edge of the current management debate. We worked closely with the Institute of Directors on the 2016 Good Governance Index to promote the value of management systems in providing boards and executive teams with insight into and confidence in operational governance, assurance and improvement.”

Ian Mitchell, Chair, CQI



We commenced
our strategy period
to 2020 with two
strategic aims



1.

Excellence in the profession

To lead a quality profession valued by employers as a business partner in delivering excellence in governance, assurance and improvement by:

- Growing employer support
- Growing quality professional support
- Developing quality professional capability
- Providing the right learning pathways
- Evidencing the unique value of profession
- Growing support from allied professions and partners

2.

Excellence as a professional body

To align the CQI's resources to deliver excellence in the profession by:

- Improving our efficiency and effectiveness
- Improving our staff and volunteer engagement
- Increasing our revenue to invest in the profession

“The CQI has established the foundations for the quality profession to thrive – the next period will require the whole profession to step up and contribute if we are to realise this opportunity.”

**Steve Warwood,
Chair, CQI
Advisory Council**



We invested in
our members



We invested in our members



8,998
CQI members

12,113
IRCA auditor
certifications



A global community

At the end of 2016, the global CQI and IRCA community stood at nearly **20,000 members**, benefiting from professional recognition and professional development to support their careers.

“Membership of the CQI and IRCA works like a passport. I benefit from lots of professional opportunities – such as working with other approved Certification / Accreditation / Training bodies to promote common professional interests in our multinational competitive world.”

Antonios Louloudis,
IRCA Lead Auditor,
CQP MCQI



We invested in our members

1

Affiliate

For any individual considering a career in the field, or with an active interest in quality. This includes senior managers who are supporting their quality team.

2

Practitioner

CQI Practitioners actively practicing quality as part of their job role, including individuals who specialise in specific aspects of quality (such as inspection, quality assurance and auditing).

★

Chartered Quality Professional – Fellow

CQI Fellow is a prestigious grade that recognises individuals who have made an outstanding contribution to quality.

3

Chartered Quality Professional – Member

As a CQI Member, the main focus of your work is quality. Chartered Quality Professionals can adapt and apply their skills in most situations.

New CQI membership pathway

We launched our new CQI membership grades, creating a structured membership pathway that provides our quality practitioners with professional recognition at every stage of their career.

“The most valuable aspect of being a CQI member is the validation. From a personal point of view, it’s good to know people who think in a similar fashion whom you can bounce ideas off. We can learn from them, and perhaps they can learn from us.”

David Probyn,
Chartered Quality Professional



We invested in our members

A focus on CPD – CQI and IRCA continued to underline the profession's commitment to developing its expertise in a fast-changing world. Our **28 branches**, **9 Special Interest Groups** and **IRCA Japan** offered numerous CPD opportunities through talks, seminars and events. And over **60,000 people attended** IRCA-certified auditor courses, including the new ISO 9001:2015 and ISO 14001:2015 auditor transition courses, to meet the requirements of IRCA auditor certification transition.

New Learning and Development portfolio launched.

We now offer **21 courses at 3 levels**: Foundation, Practitioner and Professional. Mapped against the CQI Competency Framework, these help support individual progression through their careers and our membership grades.

Foundation Level

- Introduction to Problem Solving
- Introduction to Risk Management
- Introduction to Change Management
- Introduction to Process Design
- Introduction to Management Systems
- Introduction to Stakeholder Communications
- Introduction to Product and Service Management



Practitioner Level

- Managing Supply Chains
- Managing Problem Solving
- Managing Quality Planning
- Managing Process Performance
- Managing Management Systems
- Managing and Influencing Stakeholders
- Managing Customer Excellence
- Managing Change and Continual Improvement



Professional Level

- Leading Supply Chain Assurance
- Leading Enterprise Risk Management
- Leading Quality Strategy and Planning
- Leading Business Process Excellence
- Leading Enterprise Performance Measurement
- Leading Strategic Change and Improvement

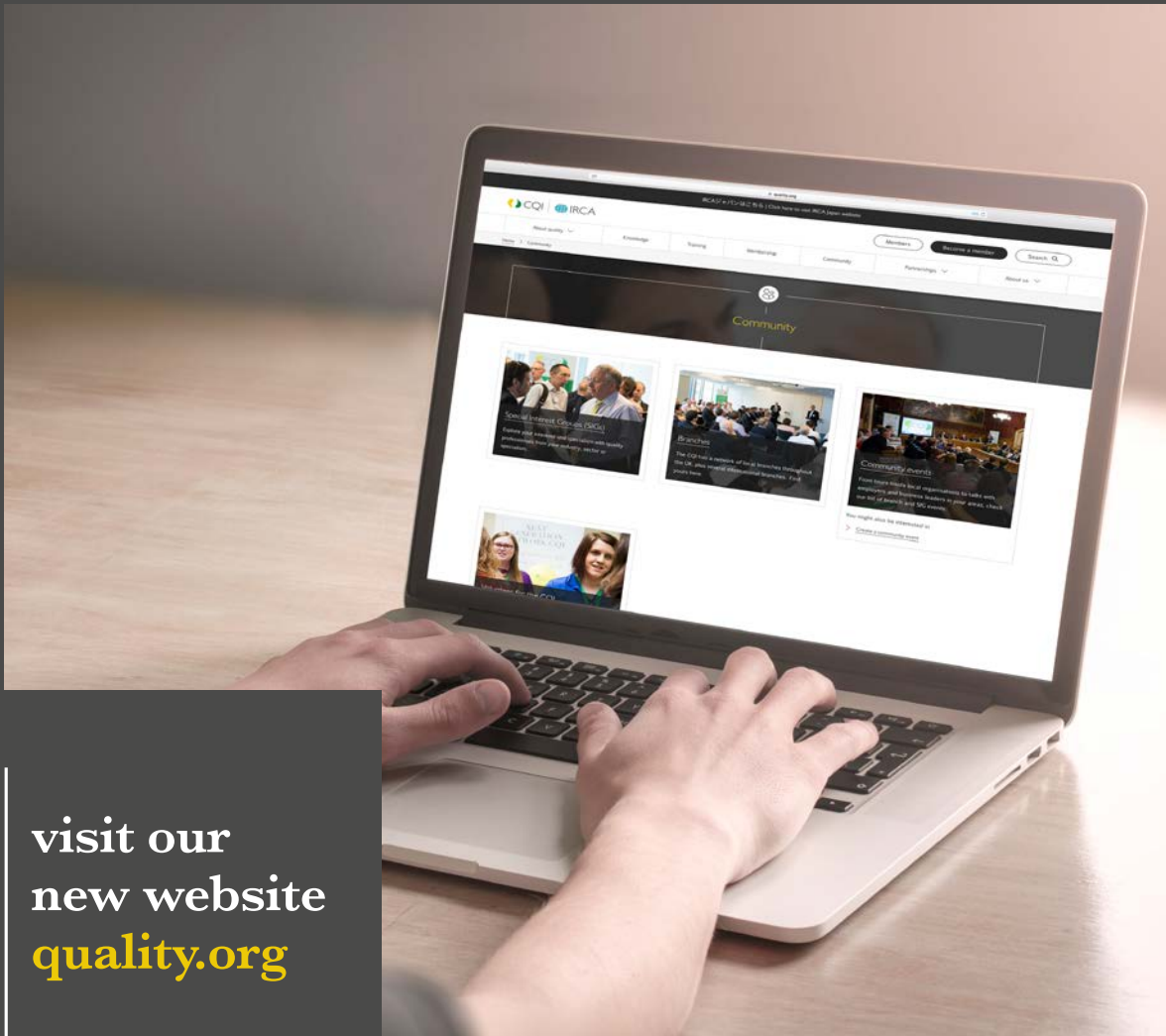


"I continue my professional development by attending a lot of the CQI's seminars and courses. I love to read, so its recommended business books and articles are a great source of knowledge. It's important to have a plan for CPD so you can focus your time on delivering your personal goal."

Angela Fumpson,
CQP MCQI



We invested in our members



visit our
new website
quality.org

We launched our new website, quality.org

A single site for both CQI and IRCA communities. With a fresh look, more content and more intuitive navigation for an enhanced online experience, the new site offers more ways than ever for professionals to benefit from CQI membership and IRCA auditor certification.

“I have learned so much from the members and employees of the CQI. I look forward to the future of the CQI and the CQI’s Next Generation Network.”

**Natalie Shoemark-Dyer,
Chair of the NGN**



We supported
employers



We supported employers

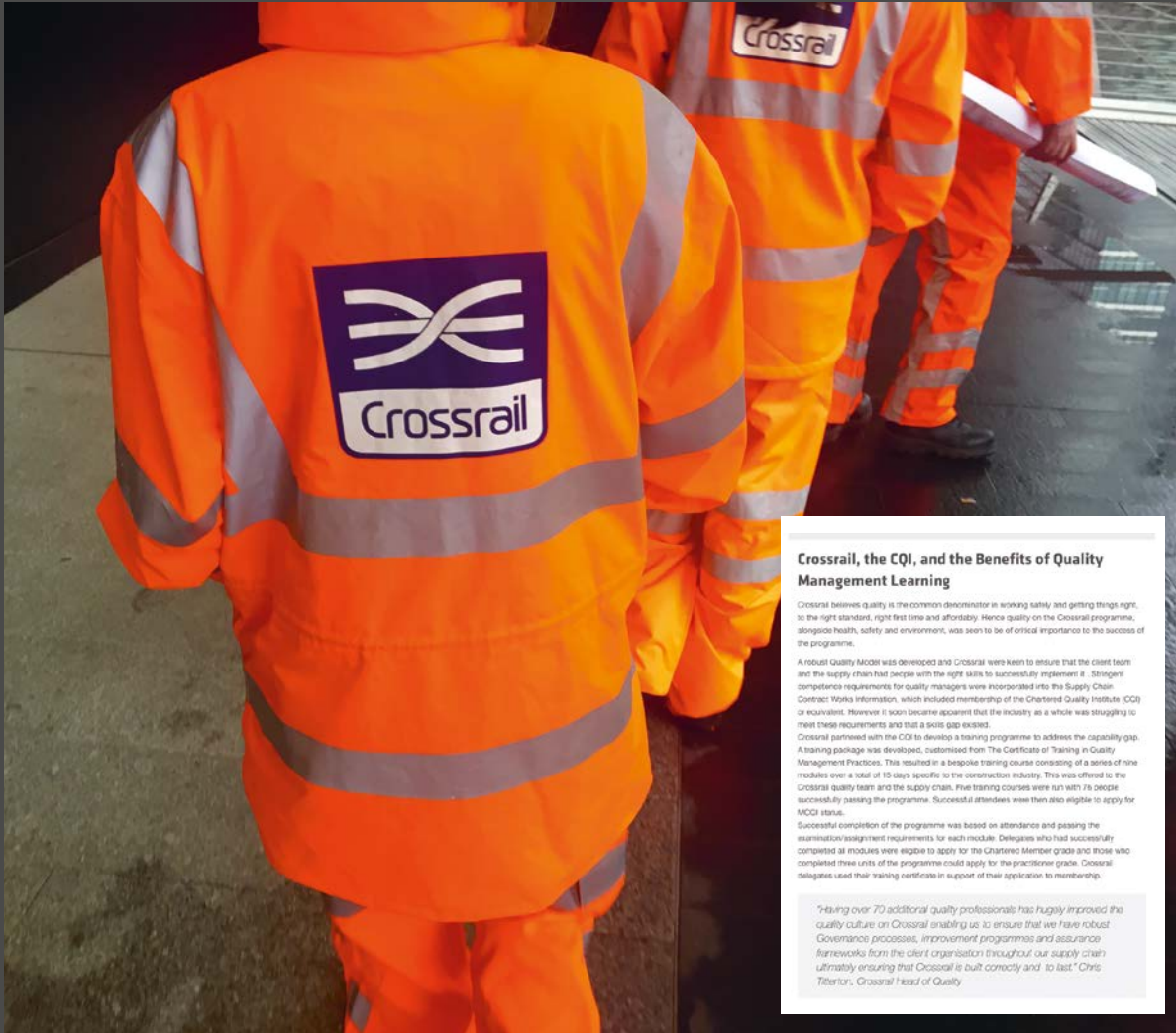
We welcomed **Vina Bongiorno** to the CQI senior management team as CQI Executive Director of Commercial Partnerships to take our engagement with industry and employers to the next level.



We worked closely with our **24 Corporate Partners**, helping us to understand the profession from the employer's perspective and to support the development of competence and capability within their organisations. We gave these world-leading organisations even more opportunities to network, share best practice and gain valuable insights at events like our exclusive round tables.



We supported employers



Crossrail, the CQI, and the Benefits of Quality Management Learning

Crossrail believes quality is the common denominator in working safely and getting things right, to the right standard, right first time and affordably. Hence quality on the Crossrail programme, alongside health, safety and environment, was seen to be of critical importance to the success of the programme.

A robust Quality Model was developed and Crossrail were keen to ensure that the client team and the supply chain had people with the right skills to successfully implement it. Stringent competency requirements for quality managers were incorporated into the Supply Chain Contract Works Information, which included membership of the Chartered Quality Institute (CQI) or equivalent. However it soon became apparent that the industry as a whole was struggling to meet these requirements and that a skills gap existed.

Crossrail partnered with the CQI to develop a training programme to address the capability gap. A training package was developed, customised from The Certificate of Training in Quality Management Practices. This resulted in a bespoke training course consisting of a series of nine modules over a total of 15 days specific to the construction industry. This was offered to the Crossrail quality team and the supply chain. Five training courses were run with 78 people successfully passing the programme. Successful attendees were then also eligible to apply for MCCI status.

Successful completion of the programme was based on attendance and passing the examination/assignment requirements for each module. Delegates who had successfully completed all modules were eligible to apply for the Chartered Member grade and those who completed three units of the programme could apply for the practitioner grade. Crossrail delegates used their training certificate in support of their application to membership.

"Having over 70 additional quality professionals has hugely improved the quality culture on Crossrail enabling us to ensure that we have robust Governance processes, improvement programmes and assurance frameworks from the client organisation throughout our supply chain ultimately ensuring that Crossrail is built correctly and to last." Chris Titterton, Crossrail Head of Quality

Following the Quality Professional Training Programme to help Crossrail build capability in its team and supply chain, the CQI supported the **Crossrail Learning Legacy** with a Quality Professional Resourcing and Development Report.

"The CQI has played a major role in us getting more quality professionals in the industry, not just on Crossrail, but the whole of the construction sector."

Chris Titterton,
Head of Quality,
Crossrail



We supported employers



“The CQI has helped to ensure we have the right competences in-house and to understand the changes that are needed to raise the bar in quality at Bombardier.”

**Gregorio Acero,
Head of Quality,
Bombardier
Transportation Limited**

“The Competency Framework gives a much more holistic and modern view of what the quality team should be doing.”

**Dan Kent,
Group Head of Quality,
Lloyd’s Register**



Our new **Learning and Development portfolio** offers a complete syllabus, allowing organisations to develop the right capabilities within their quality teams.

“The CQI training portfolio provides a recognised and endorsed framework for developing quality professionals. It gives us an opportunity to ensure that the training of our quality professionals is consistent and aligned with recognised best practice.”

**Paula Quinn,
Learning and
Development
Manager, Nuvia**



We influenced
the debate



We influenced the debate



We collaborated with the **Institute of Directors (IoD)** on the **2016 Good Governance Index**, promoting the value and importance of operational governance, assurance and improvement, and the voice of the business and its stakeholders to the board.

“While good corporate governance begins with the Board of Directors, operational governance is just as important in ensuring that the intentions of the board are embedded throughout an organisation. Not linking governance to assurance and improvement equates to running the business on a hope and a prayer.”

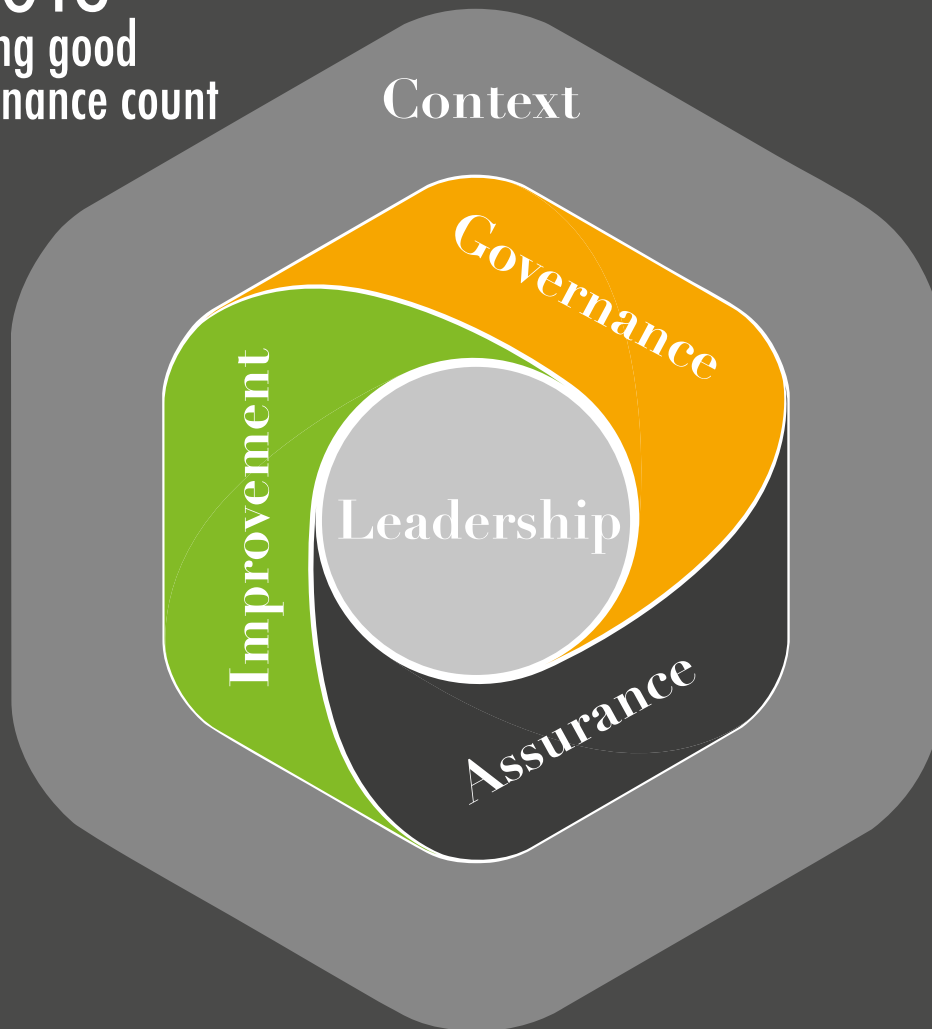
Estelle Clark,
CQI Executive
Director of Policy



We influenced the debate

WORLD QUALITY DAY 2016

Making good
governance count



On **World Quality Day**, we celebrated with a focus on operational governance, engaging over **1,000 organisations** across the globe including:

- Crossrail
- Taylor Woodrow
- Canadian Blood Service
- InfoBlueprint (South Africa)
- SAI Global (Germany)
- Business Development Services Wales
- African Quality Institute
- Northern Ireland Social Care Council
- Saudi Arabia Ministry of National Guard
- BAM Nuttall

and many more...



Thank you for
your support





“Growing the standing of the quality profession is a significant task and the progress we made in 2016 was only possible through the superb contributions of the CQI community – over 300 volunteers, 45 staff members and many partner organisations – and the day-to-day efforts of nearly 20,000 members who practise and promote the quality management discipline.

“I look forward to our community harnessing the momentum of 2016 to accelerate our progress in 2017 and beyond.”

Vince Desmond,
Acting Chief Executive Officer, CQI

A white handwritten signature of Vince Desmond on a dark background.

2nd Floor North, Chancery Exchange,
10 Furnival Street, London, EC4A 1AB
Incorporated by Royal Charter and
registered as charity number 259678
W: quality.org

