

# QUALITY MATTERS



#QualityMatters  
@RoVE\_C

Welcome to our September-22 edition of our *QUALITY MATTERS* newsletter!

This month our Programme Lead, Chris Smith PCQI, asks what is the value of strategic management and how can it be important for ensuring business continuity, we shine the spotlight on Quality Management guru Philip B. Crosby, provide The CQI's webinar on remote auditing and share with you just some of the stories from Quality Management Professionals who have recently passed some 49 courses since May-22! Read on to find out about this, and more...

## OPINION

### SURVIVAL IS NOT COMPULSORY

This month, Programme Lead Chris Smith PCQI, asks what is the value of strategic management and how can it be important for ensuring business continuity. He begins with a Henry Ford quote, 'There is no law to say organisations, governments or even nations must continue indefinitely.' This is a gentle reminder that it takes real effort to ensure business continuity... Read Chris' blog [here](#).

### HOW ARE LEARNERS APPLYING NEW SKILLS IN WORK?

In the last four months, 49 courses have been successfully completed, including eight people completing the Practitioner Certificate, seven the Professional Certificate and one the Foundation Suite in Quality Management – well done to each and every one of you!

We caught up with some of our learners to ask for their top-tips and how they're applying their new knowledge, understanding of quality management principles, concepts, tools and techniques in their roles.

- [Zak Bickerstaffe, Senior QA Engineer at Harry Peers Steelwork Ltd - Professional Certificate](#)
- [Mark Cutts, Quality Manager at A Schulman Gainsborough Ltd - Practitioner Certificate](#)



### REMOTE AUDITING WEBINAR

The CQI's Global SIG (Special Interest Group) has published its webinar - Revisiting Remote Auditing. If this falls under your remit, or if you're interested in understanding how quality professionals are conducting auditing remotely you can watch it on YouTube [here](#).



# QUALITY MATTERS



#QualityMatters  
@RoVE\_C

## QUALITY MANAGEMENT GURUS

Today we shine the spotlight on Philip B. Crosby - an influential author, consultant and philosopher who became an innovative and influential force in business and manufacturing.

He contributed to management theory and quality management practices by developing practical concepts to define and communicate quality and quality improvement practices.

Find out more [here](#).

**Spotlight on...**  
**Philip B. Crosby.**

## FREE CQI MEMBERSHIP AFTER COURSE COMPLETION WITH ROVE

Did you know if you are applying for Affiliate and Practitioner grade membership, the CQI waives membership application fees for students (within 12 weeks of course completion).

To apply, simply email [applications@quality.org](mailto:applications@quality.org) and request the code.

## LISTEN!

If you are a fan of podcasts, check out [these](#) recommendations from other Quality Management Professionals.



**“It is always cheaper to do the job right the first time.”**

*Philip B. Crosby.*

## EAGER FOR MORE NEWS AND VIEWS FROM ROVE?

If you're enjoying our newsletter, why not give us a follow on [LinkedIn](#) and/or [Twitter](#)?