

QUALITY MATTERS

Welcome to our Spring-23 edition of our **QUALITY MATTERS** newsletter!

In this edition; Programme Lead Chris Smith, PCQI, asks what is root cause analysis and why is it important, we look at the contributions of Professor Kaoru Ishikawa to QM, and Quality Manager Lee Edwards shares with us the tactics he employed to complete the Professional Certificate in under a year. What's more, nominations for this year's International Quality Awards 2023 are now open! Read on, to find out about this and more..

GETTING TO THE ROOT OF IT...

In his latest post, Programme Lead Chris Smith PCQI, asks what is root cause analysis and why is it important? He provides a four-step process to ensure you discover the root causes of problems and identify the most appropriate solutions.

You can read Chris' blog [here](#).

OPINION



DRUM ROLL...

Lee Edwards, CQP MCQI, from [Kepston](#) has achieved the Professional Certificate in Quality Management after 10 months of intense study. We caught up with, Quality Manager, Lee to talk to him about his recent achievement and find out what tactics he employed in order to complete the course in a quick timeframe.

Read Lee's story [here](#).

QUALITY AWARDS-23

The countdown is officially on for the Quality Awards 2023! Taking place in London on 15 June 2023, the awards celebrate the achievements of exceptional quality professionals and auditors across the globe. Get your skates on if you'd like to enter, or nominate your team - deadlines for entries is 8 March 2023. You can find out more on the [CQI website](#).



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QUALITY MANAGEMENT GURUS

Of course you've all heard about – and probably used - the Fishbone or Ishikawa diagram; one of the Seven Tools of Quality. But, did you also know Professor Ishikawa was responsible for Quality Circles and was the first to highlight the concept of internal customers and Company-wide Quality? Find out more [here](#).

Spotlight on... Kaoru Ishikawa.

YOU SAID, WE DID!

In our line of business, you'd not be surprised to hear we take customer feedback very seriously. Whenever we receive feedback, we review, consider and revise – be this, simplifying our processes, tweaking content, or bringing more interactivity to course materials (more information on this will be with you soon!)

We'd like to thank those of you who take the time to provide feedback. It helps us improve as a business and enhance our courses for those who follow you. Please feel free to provide any feedback [here](#), or speak to any member of the team.

WE'RE HIRING

Does anyone want to help us train the next cohort of Quality Management Professionals? We're looking to expand our team and would be keen to hear from anyone who has a passion and interest in developing people.

Interested? [Email us](#) to arrange an informal chat?

EXPERTS WANTED

We're on the lookout for budding bloggers!

If you have a specialist subject or burning passion of anything QM related, and you'd be happy to share this with others, why not get in touch? If you'd like to see your articles published in here and on our [website](#), please [email Wendy](#).

RAISE YOUR PROFILE

Did you know you can quickly and easily raise your LinkedIn profile, build relationships and contribute to conversations taking place within the QM field by using LinkedIn Groups?

If not, this blog post is for you! We've even included 'Group' recommendations to get you started.

Read our top-tips [here](#).

