

QUALITY MATTERS

A warm welcome to our *QUALITY MATTERS* newsletter!

In this edition, Programme Lead Chris Smith PCQI, asks why it's important to manage quality and the value effective quality management has for an organisation, we shine the spotlight on Joseph M. Juran – an influential engineer and management consultant who remained active in the field of quality management well into his 80s, and would like to congratulate those who have recently completed their courses – we're proud of your 99% pass rate!

WHY MANAGE QUALITY?

Programme Lead, Chris Smith PCQI, asks why it's important to manage quality and the value effective quality management has for an organisation.

“The effective management of quality not only creates value for an organisation and its stakeholders but also manages its exposure to risk and can make the difference between success and failure.” You can read Chris' blog [here](#).

OPINION



DRUM ROLL...

Despite all the challenges of the last couple of years, we're incredibly proud of everyone who continues to successfully complete their courses.

In the last year alone, 99% of learner have successfully completed their courses, with nine learners completing all seven Foundation courses, six completing the Practitioner Certificate and five the Professional Certificate. Well done to you all!

Latest Workforce Insights research from the CQI

The CQI has published its latest 2021-2022 Workforce Insights findings. Gaining insight into; the 'talent pipeline' of people joining the profession, skills gaps and opportunities facing employers of quality professionals and how quality management is perceived in their organisations. A summary of its key findings, including a handy infographic, can be found [here](#).

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QUALITY MANAGEMENT GURUS

Today we shine the spotlight on Joseph M. Juran, who is widely regarded as one of the founding fathers of many of the key quality management programmes used by organisations across the world.

An engineer and management consultant, he contributed to the practice of Quality Management, remaining active in the field of quality management well into his 80s.

Find out more [here](#).

Spotlight on...
Joseph M. Juran.

Break up your working week by scheduling some mid-week fun

We tend to schedule all our fun things to do on a weekend – social activities, life-admin, relaxation or hobbies.

We jam-pack these in to two mere days and before we know it, it's Monday again – and another week at work. We're conditioned to count down the days to the weekend, but maybe we're going about it all wrong?

Why not prioritise your personal life and break up the working week by scheduling some mid-week fun? Not only will it break the monotony of the week and allow you to assert some control over your life, but it could make you feel better about work. Read more [here](#).

WATCH!

If you're a visual learner, you might find these YouTube quality management videos a useful resource.

[What is Supply Chain Management?](#)

[FMEA - What it is and how it works](#)

[PDCA Cycle](#)

[PESTLE Analysis](#)

“Without a standard there is no logical basis for making a decision or taking action.”

Joseph M. Juran.