

QUALITY MATTERS

A warm welcome to the Summer-23 edition of our *QUALITY MATTERS* newsletter!

In our latest issue; Programme Lead Chris Smith, PCQI, looks at corporate strategy, we shine the spotlight on the contribution of Armand V. Feigenbaum to TQM, and find out how QA Officer Rebecca Todd's completion of the Practitioner Certificate is helping her to progress in her career. What's more, it's all going on at the CQI! Not only are tickets flying off the shelf for Quality Live, but the theme for this year's World Quality Week #WQW23 has also been announced. Read on, to find out about this and more..

CORPORATE STRATEGY

In his latest post, Programme Lead Chris Smith PCQI, asks what is corporate strategy and why is it important? He provides a six-step process to ensure you develop a long term plan, designed to meet your organisation's objectives.

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

OPINION



DRUM ROLL...

We're delighted to hear Rebecca Todd from Merit, has not only successfully completed her Practitioner Certificate in Quality Management, but it's also helping her to progress in her career. Rebecca began studying the Foundation courses in 2017 and since progressed onto the Practitioner courses - successfully achieving the Certificate last month

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

IT'S ALL GOING ON AT CQI

Not only are tickets flying off the shelf for [Quality Live](#), but the theme for this year's World Quality Week #WQW23 has also been announced.

This year, it will focus on the theme of realising your competitive potential. There are lots of opportunities to get involved. You can find more about #WQW23 [here](#).



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QUALITY MANAGEMENT GURUS

Today we shine the spotlight on Armand V. Feigenbaum, an American quality control expert who is recognised as the Father of 'Total Quality Control (TQC)'. He coined the term 'total quality control', believing quality should be managed as part of the overall business strategy.

Find out more [here](#).

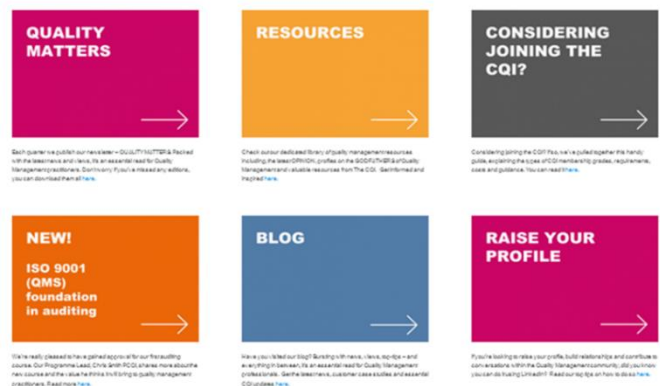
Spotlight on...

Armand V. Feigenbaum

NEW LOOK LEARNER ZONE!

Have you checked out our new look [Learner Zone](#)? We're working hard to bring you a dedicated library of quality management resources, information and news – all designed to inform and inspire.

So far, it includes; past editions of our [QUALITY MATTERS](#) newsletter, a whole host of quality management [RESOURCES](#) as well as the latest updates and essential guides from our [BLOG](#).



FIRST LEARNER COMPLETES NEW AUDITING COURSE

We're pleased to announce our first learner has completed our new auditing course. Maria Markussen from the Danish Patent Office, completed the course in just seven weeks. She enjoyed the course and found Chris' feedback and discussions gave her a good understanding of the management systems approach and the requirements of ISO 9001. If you're looking for a refresher course, or are new to ISO 9001:2015, you can find out more [here](#).

DISTANCE LEARNING UNCOVERED

GET THE LOW-DOWN

We know you're all fans but in case anyone need persuading, here's a series of blogs to give you the low-down on distance learning.

From [distance learning essentials](#), our handy [checklist](#) of things to consider if you're looking to learn online, to our online learning [jargon buster](#).

If a colleague is thinking of studying via distance learning, these posts might help them decide.