

# QUALITY MATTERS

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

It's been quite a summer at rove HQ, not only have we seen our 1000<sup>th</sup> course completion, but since introducing the new CQI courses back in 2016, over 500 learners from 345 companies, have enrolled on over 2,150 of our courses. We marked this milestone with a donation to charity, close to one learner's heart. Also, in this issue, Programme Lead Chris Smith, PCQI, looks at process management and we shine the spotlight on the contribution of Genichi Taguchi to QM. What's more, we've been working with the CQI to get the word out about this year's World Quality Week #WQW23. Read on, to find out about this and more...

## PROCESS MANAGEMENT

In his latest post, Programme Lead Chris Smith PCQI, asks what is process management and why is it important? He guides you through the process of using Business Process Management (BPM) to improve communication and collaboration and achieve a unified process for improvement.

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

## OPINION

## rove marks milestone with CHARITY DONATION

## 1000<sup>th</sup> COURSE COMPLETED

To celebrate the completion of our 1000<sup>th</sup> CQI and IRCA course, we asked the learner who achieved this to nominate a charity to receive a donation.

Daniel Dews, who's studying our Foundation courses, completed the 1000<sup>th</sup> course. He asked for the contribution to be made to St Oswald's Hospice, in memory of his mother who used to work there.

Read more [here](#).

## WORLD QUALITY WEEK

Taking place on 6 - 10 November 2023, this year's #WQW23 will focus on the theme of REALISING YOUR COMPETITIVE POTENTIAL.

If you're looking for ideas about how to get involved, why not read our [blog](#)?

There's loads of info, including a handy resource pack, on the CQI's website - find out more [here](#).

WORLD  CQI |  IRCA  
QUALITY WEEK 2023

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## QUALITY MANAGEMENT GURUS

Today we shine the spotlight Genichi Taguchi – the Japanese engineer and statistician. Renowned for his pioneering methods of modern quality control and low-cost quality engineering, including the ‘Taguchi Methods’ and quality loss function.

Read more [here](#).

## Spotlight on... Genichi Taguchi

## DRUM ROLL!

It’s been quite a summer, not only have we seen our 1000<sup>th</sup> course completion, but since introducing the new CQI courses in 2016, over 500 learners from 345 companies, have enrolled on over 2,150 of our courses.

We’re always delighted to hear about our learners’ successes and how the courses have helped them progress in their career. Here’s some of the amazing stories which have been shared with us lately.

## Quality Apprentice develops career with CQI accreditation

[Read](#)

## CQI accreditation helps consultant support clients

[Read](#)

## HAVE YOUR SAY!

## YOUR VIEWS ARE IMPORTANT

We are passionate about providing an exceptional service to all our learners and the organisations they work in. As such, it’s important to us, to continually improve our service and we would really appreciate any comments on how we can do this.

#HaveYourSay - you can complete the learner survey [here](#) and employer survey [here](#).