

QUALITY MATTERS



#QualityMatters
@RoVE_C

Welcome to the winter edition of our QUALITY MATTERS newsletter!

This month we were proud to take part in this year's World Quality Week. The theme; Realising your competitive potential, allowed us to demonstrate how investing in your Quality Management culture and capabilities will improve your competitive advantage. Across the week, we ran a campaign across our social media channels. If you missed these, we've included some articles and findings in this newsletter.

Also this month, we celebrated our 12th anniversary! It was a great opportunity to take a breath, reflect and extend our thanks to our team, valued clients, partners, and the dedicated quality management professionals who have entrusted us with their training.

Talking of our team, we'd like to introduce you to our new tutors - Manish and Parinaz. Read on to find out about them, and more...



THANK YOU FOR SUPPORTING US ON OUR JOURNEY!

Earlier this month, we reached a milestone as we marked 12 years of helping quality management professionals, worldwide, develop and progress with their careers, through the delivery of CQI and IRCA accredited quality management qualifications and courses.

As we reflected on our journey, we'd like to send our thanks to our team, valued clients, partners, and the dedicated quality management professionals who have entrusted us with their training.

Here's to 12 years of delivering high-quality training and services, and to many more years to come!

OPINION

PORTER'S APPROACH TO COMPETITIVE ADVANTAGE

Why now, more than ever before, is it important for organisations to differentiate products/services from the competition? And, with so many considerations and factors to consider, where should you even begin?

To reflect the theme of this year's CQI and IRCA World Quality Week; Realising your competitive potential, Programme Lead, Chris Smith PCQI, looks at how you can employ Porter's five forces of competitive position to gain a competitive advantage over your rivals.

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

BE MORE

competitive

**Invest in your
Quality Management
culture & capabilities**



WORLD CQI | IRCA
QUALITY WEEK 2023

rove
skills | talent | potential

CELEBRATING THE QUALITY PROFESSION

As a CQI Approved Training Partner (ATP), we were delighted to contribute to this year's #WorldQualityWeek.

The campaign, which focussed on: Realising your competitive potential, provided the perfect platform to celebrate the achievements of the quality management profession, encourage debate on key industry themes and promote best practices in quality.

Across the week, we demonstrated how investing in your Quality Management culture and capabilities will improve your competitive advantage. What's more, our survey indicated that 75% of organisations were doing just this through employing techniques such as;

- Kaizen
- PDCA
- Six Sigma
- 8D methodology
- Lean approach
- JDI
- CI

As well as seeking and acting on customer feedback and proactively looking at ways to improve processes.

CQI | IRCA
INTERNATIONAL
QUALITY
AWARDS **24**

NEWS AND VIEWS FROM THE CQI

Applications for the International Quality Awards (IQA) 2024 are now open. Now entering its seventh cycle, the awards celebrate the achievements of exceptional quality professionals and auditors across the globe.

The awards span eight categories, so there's a category for everyone, regardless of your sector and career level. You have up until Wednesday 24 January 2024 to submit your entries. Find out more [here](#).

Be mindful of... MALPRACTICE

BE MINDFUL OF MALPRACTICE

To protect the integrity and credibility of its courses, the CQI and IRCA prioritise ethical conduct and treat malpractice with the utmost seriousness. Approved Training Partners (ATPs) are required to follow the CQI and IRCA's Policy.

In the first of a series 'study skills' articles, we're focusing on plagiarism. Make sure you don't fall prey of any plagiarism pitfalls by reading our top-tips [here](#).



DRUM ROLL...

We're delighted to showcase the recent achievement of one of our learners.

Sarah McCormick a Senior Quality Engineer at [Raytheon Systems Ltd](#), has recently achieved the CQI and IRCA Professional Certificate in Quality Management.

Key highlights:

- Sarah gained insights into diverse roles and organisational systems.
- She improved processes - positively impacting on her team's efficiency.
- Sarah enjoyed learning new tools and techniques.

Her learning journey:

- rove's supported distance learning provided the flexibility Sarah needed so she could manage her studies at her own pace.
- Her studies enhanced her confidence and skills - turning her into a more effective auditor and facilitator of improvement projects.

You can read Sarah's case study [here](#).

Well done to Sarah and all our learners for their commitment to professional development!

WELCOME TO OUR TEAM!

WELCOME TO TEAM ROVE

We are delighted to welcome Manish Kumar, CQP MCQI and Parinaz Pourrahimian to team rove!

They'll be working with our Programme Lead Chris Smith MBA PCQI and our team, to deliver our certified Quality Management courses.

You can find out more about CQI and IRCA Member and Lead Auditor Manish, including his favourite rock band [here](#).

And, read more about multilingual, IRCA and CQI Lead Auditor, Parinaz, [here](#).

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