

# QUALITY MATTERS



## WELCOME TO THE SPRING EDITION OF QUALITY MATTERS – PACKED WITH UPDATES, ACHIEVEMENTS AND MORE!

In this issue, we’re shining a light on what matters most – your feedback. Thanks to your insights, we’re making real improvements across our courses to enhance your learning experience. We’re also celebrating excellence on a wider stage, with the announcement of the finalists for the CQI and IRCA 2025 International Quality Awards.

As always, we’re here to support your professional development. Here you can discover top tips for exam success, take a look at the latest updates to ISO standards and find out about quality guru Kaoru Ishikawa.

We’re also proud to share highlights from the past year, including a 100% achievement rate across our courses and the launch of our newly refreshed website. Read on to find out more...

### REAL FEEDBACK. REAL IMPACT.

#### YOUR FEEDBACK – SHAPING THE FUTURE OF LEARNING AT ROVE

We’re proud to work with professionals and organisations who are committed to quality – and we know that the best way to measure our own impact is by listening to you. Over the past few months, we’ve received valuable feedback from learners and employers about their experiences with our courses. From enrolment and tutor support to course flexibility and real-world relevance, your insights are helping us make meaningful improvements– from refining course content to updating our digital experience. Thank you to everyone who’s taken the time to share their thoughts. Your feedback drives real change. Click to read more.



#### ISO STANDARDS UPDATE: WHAT YOU NEED TO KNOW

In February 2024, ISO released an amendment to ISO 9001:2015 (Amd 1:2024) to enhance the standard’s relevance in today’s fast-changing business environment. The update reflects growing emphasis on sustainability, stakeholder needs, and risk management. You can view the amendment on the ISO Online Browsing Platform (OBP). Looking ahead, further changes are anticipated to ISO 9001, ISO 14001, and ISO 45001. As outlined by SGS, these updates will help align management systems with current priorities like ESG, digitalisation and organisational resilience. Make sure you stay informed and prepare early to ensure your systems stay effective and compliant – click to read the SGS article.



#### STUDY SKILLS – EXAM STRATEGIES FOR SUCCESS

Completing an exam is not only a course requirement if you’re studying Practitioner level CQI and IRCA certified Quality Management courses, but it’s also an opportunity to demonstrate your applied knowledge. The exams are designed to assess how well you can apply your knowledge of quality management principles to practical, real-world situations – so it’s not just about what you know, but how you use it. Knowing how to approach the exam strategically – managing your time, structuring your resources, and reading questions carefully – can make a big difference to your results. Click to read our top-tips for exam success.



#### INTERNATIONAL QUALITY AWARDS 2025 FINALISTS ANNOUNCED

The Chartered Quality Institute (CQI) has announced the finalists for the 2025 International Quality Awards. These prestigious annual awards celebrate excellence in quality across nine categories, recognising the achievements of professionals, teams, and organisations around the world. Entries are rigorously assessed by a panel of subject-matter experts to ensure a high standard of evaluation and integrity throughout the judging process. Winners will be revealed at Quality Live, taking place in London on Thursday 19 June 2025. Limited-time discounted tickets for Quality Live are available until 11 April. Click for more.



#### SPOTLIGHT ON... KAORU ISHIKAWA

Today we shine the spotlight on the Father of Japanese Quality – Professor Kaoru Ishikawa (1915–1989). Instrumental in developing quality initiatives, most notably the quality circle, Ishikawa played a key role in shaping Japan’s post-war industrial transformation. His influence extended well beyond Japan, laying the foundations for many modern quality management practices. Ishikawa is probably best known for inventing the Fishbone diagram (also known as the 4M/5M or cause-and-effect diagram), which remains a widely used tool in the analysis of industrial processes around the world– click for more.



## THE RESULTS ARE IN: A YEAR OF ACHIEVEMENT AT ROVE

We’re pleased to share with you our achievement highlights from the past year. Between April 2024 and March 2025, rove continued to support professionals and organisations in reaching their quality management goals, with 313 individual course completions – bringing the total number of successful course completions to 1,534.

In addition, 30 learners achieved the full Foundation, Practitioner, and Professional Certificates in Quality Management, contributing to a total of 109 certificate completions since our programmes began. What’s more, we’ve supported more than 450 learners across a wide range of industries and roles.

Our achievement rate for the year stands at an impressive 100%, with a 92% first-time exam pass rate – a testament to the hard work of our learners and evidence of the impact and real-world value of our courses.

These results mark another successful year for rove and reinforce our commitment to delivering flexible, relevant, and high-quality learning experiences. We’d like to thank all of our learners and partner organisations for their continued trust, feedback and ongoing collaboration.

## WE’VE REFRESHED OUR WEBSITE – TAKE A LOOK AROUND!

Have you visited our website lately? If so, you may have noticed it’s got a fresh new look!

We’ve refreshed the design to make it cleaner, easier to navigate, and more accessible –helping you find the information and resources you need. Whether you’re exploring training options, looking for guidance, or seeking insights into the world of quality management, everything is now more streamlined and user-friendly. Click to visit.

