

QUALITY MATTERS



WELCOME TO THE SUMMER EDITION OF QUALITY MATTERS – PACKED WITH INSIGHTS, ACHIEVEMENTS AND INSPIRATION!

In this edition, we’re proud to celebrate your progress, answer your questions and share the latest updates from across the quality community.

From newly certified professionals to inspiring career moves, your achievements continue to show the impact of quality learning in action. We’re delighted to showcase Andrew Hill’s step into a leadership role and to recognise the growing number of learners achieving Foundation, Practitioner and Professional certifications.

You’ll also find practical tips to support your studies – including our latest blog on note-taking techniques, a round-up of your top training questions answered and updates on ISO standard revisions. Plus, we’re shining the spotlight on Tom Peters, whose people-first approach helped shape modern quality thinking. And if you missed the CQI’s Quality Live 2025 conference, you can catch up with it here too.



LEARNER INSIGHTS: YOUR TOP QUESTIONS ANSWERED

Whether you’re new to studying with rove, or progressing to Practitioner or Professional level, it’s natural to have questions. Our latest blog answers the most frequently asked questions about CQI and IRCA Certified Training – many from learners like you. From using the CQI Profession Map to accessing tutor support (even overseas), the article offers practical tips to help you stay focused and confident. It’s also a useful refresher and a reminder that you’re part of a global quality community. Click to read the full FAQ blog.



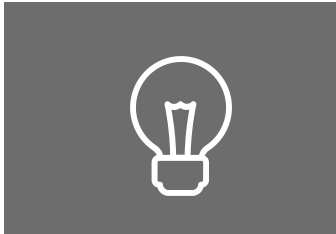
QUALITY LIVE 2025: DRIVING SUSTAINABLE QUALITY

The CQI was delighted to deliver another memorable and thought-provoking Quality Live Conference and International Quality Awards, championing quality and innovation. International thought leaders, quality professionals and innovators came together to engage in critical conversations from AI, reimagining auditing and the strategic value it offers to populism and volatile environments. The day concluded with the much-anticipated eighth International Quality Awards, announcing winners across nine categories. Click to read more.



STUDY SKILLS: NOTE-TAKING TECHNIQUES FOR PROFESSIONALS

Effective note-taking is a key study skill for anyone working towards CQI and IRCA Certified Quality Management courses. Studying through distance learning gives you the flexibility to set your own pace and schedule and with the right habits in place, you can make the most of that advantage. One of the most valuable habits to develop is structured, purposeful note-taking. Whether you’re progressing through courses, reading standards and guidance, or preparing for the Practitioner exam – clear and organised notes can help you stay focused, retain key information and revise more efficiently. Click to explore how effective note-taking can help you study smarter and get practical tips to support your learning.



SPOTLIGHT ON... TOM PETERS

A champion of excellence, people-centred leadership and innovation in management, Tom Peters has inspired organisations around the world to rethink what drives lasting success. Peters’ focus on people, purpose and operational excellence offers a powerful reminder: sustainable success doesn’t come from process alone – it comes from passion, culture and a relentless commitment to improvement. His ideas have profoundly shaped modern thinking about quality, inspiring organisations to embed customer focus, people-first leadership and continuous improvement at every level. By shifting attention from rigid systems to human energy, creativity and values, he helped quality management evolve from compliance to culture. Click to read more.



ISO STANDARDS UPDATE: DRAFT REVISIONS & WHAT’S NEXT

Work on revising ISO’s core management system standards is moving forward. A second draft of ISO9001 was released in September 2024, with updates expected to strengthen resilience, supply chain management, and sustainability. Publication is expected in September 2026. ISO 14001 has reached the Final Draft stage, while ISO 45001 is set for further review in 2025.

These revisions reflect a continued shift toward ESG, digitalisation, and organisational resilience. Stay informed with updates from BSI – click here.



ANDREW’S NEXT STEP INTO QUALITY LEADERSHIP

We’re always proud to celebrate the achievements of our learners, and this month we’re highlighting the journey of Andrew Hill – an experienced HSEQ professional who recently completed the CQI and IRCA Professional Certificate in Quality Management with rove.

For Andrew, the qualification has not only expanded his expertise and validated years of experience but also supported a successful step into a new leadership role at Maple Facades. Click to read more.

HATS OFF TO OUR QUALITY MANAGEMENT ACHIEVERS!

What a fantastic few months it’s been! We’re thrilled to celebrate the achievements of our learners who have recently completed their Quality Management courses and earned their certificates. Here’s a snapshot of their accomplishments from Apr–25:

- **Foundation Level:** 12 courses completed, 2 certificates awarded.
- **Practitioner Level:** 17 courses completed, 3 certificates awarded.
- **Professional Level:** 27 courses completed, 1 certificate awarded.

Your hard work and dedication are truly inspiring. Congratulations to all our recent achievers – your commitment to quality excellence sets a high standard for the industry!