

QUALITY MATTERS



WELCOME TO THE AUTUMN EDITION OF QUALITY MATTERS – IT’S TIME TO THINK DIFFERENTLY!

This year’s World Quality Week 2025 runs from 10–14 November, with the theme Quality: think differently. It encourages organisations to challenge convention, embrace new perspectives and see quality as a driver of innovation and sustainable success – we can’t wait.

It’s been another great few months for our learners. Congratulations to everyone who has recently completed their Quality Management studies and achieved certification with rove. We’re also sharing the learning journey of Yiota who credits the Professional Certificate with helping her embed quality excellence on a global stage.

The deadline to contribute to the ISO 9001 Draft International Standard consultation is fast approaching. Don’t miss your chance to have your say, along with much more in our latest edition of Quality Matters...

THINK
DIFFERENTLY
about Quality



WQW25: THINK DIFFERENTLY WITH US

World Quality Week 2025 will take place from 10–14 November 2025, celebrating the theme *Quality: think differently*. This year’s theme encourages organisations to challenge convention, embrace new perspectives and see quality as a driver of innovation and sustainable success. It highlights the power of quality to shape strategy, inspire innovation and deliver sustainable results. Click, to find out more about the global campaign and discover top tips on how your organisation can get actively involved.



CQI | IRCA

HOW TO THINK DIFFERENTLY: ACHIEVING EFFECTIVE ALIGNMENT

This year’s World Quality Week theme, Quality: think differently, encourages professionals to focus on three key areas: people, alignment and performance. In preparation for the annual celebration, Rashad Issa, Chair of the CQI Board of Trustees, shares insights on how effective alignment continuously drives value for organisations. In the second instalment of a new three-part series, he takes a closer look at how horizontal and vertical alignment are crucial for organisational success. Click to read more.



HAVE YOUR SAY: ISO 9001 CONSULTATION CLOSES 7 NOV–25

ISO has published the Draft International Standard (DIS) of ISO 9001, the world’s most widely used quality management systems standard. The draft is open for comment and the CQI is inviting members to share their views to help shape its responses before the consultation closes on 7 November 2025. Non-members can also contribute to the consultation by contacting their national standards body to learn the specific procedures for submitting comments.



SPOTLIGHT ON... W EDWARDS DEMING

William Edwards Deming is celebrated as one of the most influential thinkers in quality management. His philosophy was clear – improving quality not only reduces costs but also boosts productivity and market share. His philosophy is one of cooperation and continual improvement; it avoids blame and redefines mistakes as opportunities for improvement. His key contributions include managing variability, the PDCA cycle, Fourteen Points for Management and a Seven-Point Action Plan – moving organisations from inspection-based to preventive, systemic approaches. Click to read more.



STUDY SKILLS: TOP 10 TIPS FOR DISTANCE LEARNING

Our latest post, in our Study Skills series, looks at learning online. Studying via supported distance learning allows you to study at home or work, at a time which suits you – putting you in control of your learning. Whether you’re a seasoned online learner, or undertaking your first course with rove, we’ve compiled our top 10 distance learning study tips. These cover everything from effective time management and note-taking strategies to staying motivated and engaging with your tutors. Ensure you maximise your learning experience – click for more.



HOW CERTIFICATION POWERED A GLOBAL VISION

At rove, we’re delighted to showcase the success of our learners and in this edition, we’re pleased to share the learning journey of Panagiota (Yiota) Alexopoulou.

Yiota, a Senior Quality Manager at Mace Ltd, has successfully completed the CQI and IRCA Professional Certificate in Quality Management. This professional accomplishment has strengthened her leadership and supported her work on an international construction project – click to read more.



HATS OFF TO OUR QUALITY MANAGEMENT ACHIEVERS!

It’s been another outstanding few months for our learners! We’re delighted to recognise the success of everyone who has recently completed their Quality Management studies and achieved certification with rove.

- **Foundation Level:** 13 courses completed, 1 certificate awarded.
- **Practitioner Level:** 24 courses completed, 2 certificates awarded.
- **Professional Level:** 26 courses completed, 5 certificates awarded.

Your dedication and drive continue to inspire us. Congratulations to all our recent achievers – your commitment to professional excellence is helping raise the bar across the quality community.

