

# QUALITY MATTERS



## WELCOME TO THE SPRING EDITION OF QUALITY MATTERS – INSIGHTS, ACHIEVEMENTS AND OPPORTUNITIES TO GROW!

It's been a great start to the year at rove, with a continued focus on supporting quality professionals to develop their skills, strengthen their impact and progress in their careers.

In this edition, we're excited to introduce our newly launched ISO 9001:2015 Internal Auditor (PT236) course, available 100% online – designed to build your capability and confidence in planning, conducting and reporting internal audits.

We're also proud to share highlights from the past year, including a 100% achievement rate across our courses, alongside the continued success of our learner community. Congratulations to everyone who has recently completed their studies and achieved CQI and IRCA certification, including Louise who is using her Professional Certificate to strengthen governance and continual improvement and Mark who is applying his studies to enhance governance, risk management and stakeholder engagement in international education.

Also included are details of this year's Quality Live event, study skills to enhance your critical thinking and a spotlight on Philip B. Crosby. Read on for all this and more...

### NEW ISO 9001:2015 QMS INTERNAL AUDITOR COURSE

#### INTERNAL AUDITOR QMS COURSE – NOW AVAILABLE 100% ONLINE

We're pleased to launch our CQI and IRCA certified ISO 9001:2015 Internal Auditor – Quality Management Systems Course (PT236). You can study PT236 fully online – with personalised, one-to-one tutor support. This flexible Practitioner course equips you with the skills to plan, conduct and report internal audits, while building your knowledge, reflecting on your practice and developing your skills over time – resulting in real workplace capability. If your role involves auditing a quality management system against ISO 9001 and reporting on its effective implementation and maintenance in line with ISO 19011, this course will support you in developing your capability and confidence. Click to find out more.



#### QUALITY LIVE AND THE INTERNATIONAL QUALITY AWARDS 2026

The CQI has announced the finalists for the 2026 International Quality Awards. These prestigious annual awards celebrate excellence in quality – recognising the achievements of professionals, teams and organisations around the world. Entries are 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 25 June 2026. Click for more.



### VOICES OF QUALITY.

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We've had the pleasure of working with thousands of quality management professionals across a wide range of sectors. One thing they all share is the ability to translate quality principles into meaningful organisational impact. Our recent 'Voices of Quality' campaign brought together the experiences of our learners who have developed their skills through certified CQI and IRCA training. It's been inspiring to see the impact our learners are making as they continue to drive improvement, influence strategy and progress in their careers. Explore their stories in our case study area of our website, click to read more.



#### SPOTLIGHT ON... PHILIP B. CROSBY

Today we shine the spotlight on Philip B. Crosby, an influential author, consultant and philosopher who contributed to management theory and quality management practices. By developing clear, practical concepts for defining quality and driving improvement, he became a leading voice in business and manufacturing innovation. Click here to read more.



#### STUDY SKILLS: STRATEGIES TO ENHANCE CRITICAL THINKING

Our latest Study Skills article explores the importance of critical thinking – a skill which lies at the heart of effective learning. Critical thinking enables you to reflect on and understand your own perspective, while supporting stronger decision-making and problem-solving. It also encourages a deeper understanding of the world around you, helping to develop empathy, creativity and curiosity. Read more here.



## A YEAR OF IMPACT: ROVE RESULTS & REACH

We're pleased to share another strong year of achievement at rove. Between April 2025 and March 2026, there was 256 course completions, bringing our total to 1,882. In the same period, 30 learners achieved the full Foundation, Practitioner and Professional Certificates, contributing to 158 certificate completions overall. We've now supported nearly 600 learners across a wide range of industries and roles, in 46 countries worldwide.

Our achievement rate for the year stands at an impressive 100%, with a 93% 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. Thank you to our learners and partner organisations for their continued trust, feedback and ongoing collaboration.



## DEVELOPING QUALITY LEADERSHIP SKILLS

We'd like to extend our congratulations to Louise Muller on completing the CQI Professional Certificate in Quality Management. In her role as Governance & Assurance Manager, Louise is applying her learning to strengthen governance, support continual improvement and develop the strategic skills needed for future quality leadership. *"I am excited to put the knowledge and skills learned into practice and to see the meaningful improvements they will bring to my organisation."* You can read Louise's story here.



## QUALITY IN EDUCATION GOVERNANCE

We're also delighted to share the story of Mark Raygan Garcia, PCQI, following his achievement of the CQI Practitioner Certificate in Quality Management. Working within international education governance at English Schools Foundation (ESF), Mark is applying his learning to shape governance, strengthen risk management and enhance stakeholder engagement – helping to embed consistency and clarity at every level. In his story, Mark shares why he chose the Practitioner Certificate in Quality Management with rove and how his studies are already making an impact in his role. You can read Mark's story here.

