

QUALITY MATTERS



HELLO – welcome to first edition of QUALITY MATTERS in 2025!

We're pleased as punch to kick off the New Year by celebrating a major milestone: delivering our 1,500th Certified Quality Management course! This remarkable achievement is all thanks to you – our dedicated learners – and your commitment to continuous improvement.

We're also delighted to share some great news from Wayne, Integrated Management Systems Lead at TT Electronics. Not only has he successfully completed the Professional Certificate in Quality Management, but he's also earned a well-deserved promotion. What an inspiring way to start the year!

If you're looking for some New Year inspiration, why not explore the transformative potential of Quality 4.0 by watching our webinar, check out our latest Study Skills blog which focuses on strategies to enhance your critical thinking, or read up on the legacy of Philip B. Crosby – a pioneer in quality management? Read on to explore these resources – plus much more...

WEBINAR:

**Embracing Quality 4.0:
Revolutionizing
Industry Standards**

WATCH – EMBRACING QUALITY 4.0 WEBINAR

If you missed our event which explored the transformative impact of Quality 4.0 and how you can integrate traditional quality management practices with advanced digital technologies, don't worry – the webinar is now live.

You can now watch rove tutor Parinaz as she looks at the key technologies driving Quality 4.0, the benefits and challenges they bring, alongside practical strategies for implementation. Thanks to the CQI and IRCA North East Branch for hosting the event. [Click to view.](#)



PROFESSIONAL CERTIFICATION LEADS TO NEW ROLE!

Integrated Management Systems Lead, Wayne Almond, has successfully completed the CQI and IRCA Professional Certificate in Quality Management – a milestone that has enhanced his expertise, broadened his skill set, and led to a well-deserved promotion within his organisation. We caught up with Wayne to congratulate him on his achievement, find out about his new role at TT Electronics, his motivations for studying rove's CQI and IRCA training courses, and what impact he thinks his studies will have on his professional journey. [Click to read more.](#)



STUDY SKILLS – ENHANCE YOUR CRITICAL THINKING SKILLS

Critical thinking lies at the heart of learning, enabling you to reflect on and understand your own perspective. It supports effective decision-making, problem-solving and prompts a deeper understanding of the world around you – all while developing empathy, creativity, and curiosity. In our latest Study Skills blog, we explore the key skills needed for critical thinking, outline the seven steps of the critical thinking process and share practical top-tips to help you enhance your critical thinking abilities. [Click to view.](#)



MAP OUT YOUR QUALITY CAREER WITH THE CQI AND IRCA

Have you checked out the CQI's Typical Competence Profiles and Career Pathways Map? They've been designed to help you navigate your career and explore the competencies required to discover, explore, and achieve your ambitions. The Career Pathways Map provides a framework describing potential career routes in quality. It captures key roles and specialisms undertaken by quality professionals and shows how pathways are not fixed but opportunities for vertical and horizontal career progression are available. [Click for more.](#)



SPOTLIGHT ON... PHILIP B. CROSBY

Today we shine the spotlight on Philip B. Crosby (1926–2001), an influential author, consultant and philosopher who contributed to management theory and quality management practices. By developing practical concepts to define and communicate quality and quality improvement practices, he became an innovative and influential force in business and manufacturing. In 1979, he wrote the best-seller 'Quality is Free' and in the 1980s his company was advising 40% of the Fortune 500 companies on quality management. [Click here to read more.](#)



YOU SAID...WE DID...

We'd like to thank you for taking the time to provide your feedback – we use all comments to inform continuous improvement. Here's some of the feedback we've received and what we've done to address this.

Learning hours

We have updated information to advise the minimum learning hours (set by CQI), typical duration and that study time may exceed this.

Delivery

We have updated and created new pre-course information materials to more clearly outline the delivery model we employ and what a learner can expect.

CELEBRATING A MILESTONE – 1,500 COURSES COMPLETED!

We're over the moon to announce that we have successfully delivered 1,500 certified CQI and IRCA Foundation, Practitioner and Foundation Quality Management courses.

This milestone is testament to our learner's commitment to excellence, innovation, and continuous improvement. Congratulations to each and every one of you!

