




<h2>Chairman's address</h2>	 <h2>Milton Keynes Branch</h2>
<p>Where has that year gone? I know I am not alone in finding the pace of life dizzying and this presents challenges to us all as quality professionals - but rather than put my 'flat hat' on and moan about current times against the good old days I thought it might be better to look forward to the New Year and start with some predictions:</p> <ol style="list-style-type: none">1. The pace of change is only going to increase. Technology, competition and globalization are all leading to change and the organizations and individuals who will thrive are those that continue to adapt.2. Innovation is key. Just to cope with change requires fresh thinking and an ability to provide new solutions. Only by keeping up to date and open minded will we do this.3. Quality will remain vital. Whether you work in a business to business or business to consumer market or in the public / not for profit sector customers are less tolerant of goods and services that fail to meet expectations. As quality professionals we have a developing role in coaching and mentoring others in customer satisfaction and assurance of quality. <p>Our recent programmes and next year's offerings will all hopefully provide you with further support in your work. This year in November our second World Quality Day event was in the form of a debate on: 'Has auditing lost its way?' - featuring Catherine Golds, Head of NQA and Rob Peddle of The High Performance Assessment Ltd. We had around 30 delegates who took an active part in the debate. The two main participants had different but complimentary approaches to improving the standard of auditing and third party assessment and dealt admirably with questions from an attentive and challenging audience.</p>  <p>The overall conclusion was of the importance of both highly competent audit professionals with excellent interpersonal skills and systems designed by professionals to satisfy business needs rather than merely to get a certificate to hang on the wall.</p> <p>Next year we continue our varied programme with events covering quality aspects of town planning in China, Business Continuity Management and quality in the aerospace industry. We will continue to listen to members views and adapt our programme for the second half of 2011 based on your feedback.</p> <p><i>My best to you all and I wish you and your families a pleasant Christmas break and an excellent New Year. Paul Simpson</i></p>	
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Planning for 'Quality' Urban Development in China **10th February 2011 6.45 for a 7.15 start - 1.5 Hrs CPD**



When delegations come to the UK from China they visit lots of places but they all go to two cities - London and Milton Keynes. Why a new town in rural Buckinghamshire? Because the finest example of town planning in the UK is a world famous icon of the British Garden Cities movement and the model for much new development in China.

China's urban population is expanding rapidly. It has just passed the 50% mark in terms of urban dwellers. China already has 160 cities with more than 1 million people (the UK has 2, Europe has 16) and 8 of the top 50 biggest cities in the world.

David Lock associates has been working in Wuhan in central China (29th biggest city in the world) to help plan its expansion over the next 20 years - using its experience from Milton Keynes and other UK cities. It has been working at the strategic scale and on local areas. Lawrence Reville will show some of this work and draw out the parallels and contrasts.

Lawrence Reville is Managing Director of David Lock Associates, one of the UK's leading independent town planning and urban design consultancies, based in Milton Keynes. He is a town planner and urban designer with more than 30 years experience leading teams to deliver large-scale planning and regeneration projects across the UK and abroad. He has recently secured certification for DLA to ISO9001:2008.

Business Continuity Management using BS 25999 **14th March 2011 6.45 for a 7.15 start - 1.5 Hrs CPD**

Brief overview of Business Continuity Management (BCM)

BCM is a documented approach to the recovery of your businesses key activities following a significant interruption. A key business activity is defined as an activity/product or service that if it is not recovered within a reasonable amount of time (pre-determined) is likely to have an adverse impact on:-

- Financials
- Legal and Regulatory obligations
- Customer service
- Public Relations
- Staff Morale

It is essential that any business which has been unfortunate enough to suffer an interruption to its day to day operations, irrelevant of the cause, has the knowledge and capability to manage the incident and recover the business in a planned and rehearsed manner aiming to return to Business as Usual. Conducting BCM in any business must be seen as a cyclical approach, ongoing with no end date. To ensure BCM can be embedded within a business successfully it must have Executive sponsorship. BCM is rarely seen as 'value adding' but without it there is no structured approach to recovery, potentially exposing the business to substantial losses and fines. It should therefore be seen as an approach which protects the business and minimises the impact to all of the above, allowing the business the best opportunity of survival following a significant incident.

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Marina Arthur is a motivated Business Continuity professional and certificated Lead Auditor with in excess of fourteen years extensive experience across all disciplines of Business Continuity, both in the Public and Private sector.

An active member of the Business Continuity Institute (BCI) and committee member of the BCI London Forum, Marina is also active mentor for Business Continuity Management across the Northamptonshire area, as recommended by the BCI and an Ambassador for Business Continuity Management.

Marina has managed and led virtual teams not just in the UK but Internationally, to develop and deliver critical Work Area Recovery (WAR) solutions successfully, in addition to creating Business Continuity training and awareness programmes for large blue-chips, including the delivery of high profile scenarios for Incident Management teams.

Quality developments in the aerospace industry 14th April 2011 6.45 for a 7.15 start - 1.5 Hrs CPD

21st Century Supply Chains (SC21) is the single, coordinated industrial change programme developed by and for the UK aviation, space and defence industry. SC21 is probably the most important development programme that suppliers in these sectors have ever been asked to participate in. This industry-led campaign is aimed at transforming the way UK does business. Not only does it accelerate competitiveness but it acts to cement those vital relationships between customer and supplier essential for hassle-free business.

TEC are an SC21 Strategic Partner and SC21 Training Partner with comprehensive approvals across all of the SC21 'streams'. Their approvals include SC21 Empowerment Training Courses and the individual approvals of professional engineers and specialists as SC21 Practitioners and SC21 Lead Practitioner for 'MES' and 'BES'. Senior staff also hold EFQM Diplomas and regularly participate as assessors in EFQM National Awards. Their SC21 Business Excellence Workshop is EFQM approved.

TEC is the UK's ATP (Approved Training Provider) under the IAQG ICOP scheme administered by the A|D|S who are the UK's Other Party Management Team (OPMT) Training Provider Approval Body (TPAB) against the requirements specified in EN9104-003. Their approved training courses are recognised by the IRCA, UKAS, all Certification Bodies and the Primes within the aerospace scheme.

Events location

All our events above will take place at the DeVere Harben hotel in Newport Pagnell. Harben House, Tickford Street, Newport Pagnell, Buckinghamshire, MK16 9EY
Telephone: 0844 980 2307 Web: <http://www.devere.co.uk/our-locations/harben>

More information

This year your branch has introduced web pages describing the work we do in the Milton Keynes area including our events - here:

<http://www.thecqi.org/Community/Events/?filterid=29>

A page describing your committee's work - here:

<http://www.thecqi.org/Community/Branches/CQI-Eastern/CQI-Milton-Keynes/>

and a page on the popular business networking site LinkedIn - here:

<http://www.linkedin.com/groups?mostPopular=&gid=3089544>

Please feel free to browse and use the contact information to let us know what you would like to see in the future. We will be updating these pages with more information on this years programme.

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Future events

For once we are in the position of having an embarrassment of riches in terms of options for events for the second half of 2011. This doesn't mean we are not going to ask for your input - far from it. We would be interested in your views on which of the following you would prefer to see from September through to December - or any ideas of your own.

- Strategy and Balanced Scorecard - fresh from a project at the CQI Bernard Marr can provide us with an insight into development of an organizational strategy and how that links into a management system
- A new approach to assessment - building on his successful World Quality Day event Rob Peddle would be pleased to provide more information about the survey assessment approach to third party assessment
- Lean tools and techniques - another offer of a repeat visit from K M & T who gave us a presentation on the NHS Productive Ward project
- Competence in quality - from one of our recent recruits an overview of how Selex Galileo manage competence for quality professionals including how their competence system is recognized by the CQI
- Environmental update - further topics on integration of a 14001 EMS with quality systems

There are also a couple of suggestions that are a little 'off the wall' and could usefully be brought in for our members:

- CPD / Experiential route. If you are looking to maintain your existing membership grade or upgrade then this workshop would be for you. The branch successfully offered this as a workshop a few years ago and while the process is fresh in the mind your local branch chair would be happy to offer this as a workshop in the evening or on a Saturday morning - your thoughts?
- Michael Held one of our committee member has suggested a different form of event where we invite members to come in and share experiences. Under the working title:

"Sob Stories and Successes – Learning by Sharing..."

A chance for a few members to tell us some horror stories (either in a company they have worked for or one they have visited) or alternatively some good experiences and 'best practice' they have developed, discovered or have seen elsewhere. [I suggest about 5 or 6 members, taking no more than 15 minutes maximum each – followed by time for questions, jokes and comments] Include a half-time break for the audience to get more tea, coffee, biscuits, etc.

We are looking for potential venues for the branch AGM in May and would welcome your ideas.

Annual General Meeting

Book the date in your diaries for the 19th May 2011. We will be arranging another visit and session for branch members at a venue to be decided - the calling notice will come out well in advance and we will announce on the CQI Events page and on LinkedIn.

If you have any feedback on this newsletter or would like to contact any of the committee members please feel free to do so through the MK branch pages on the CQI web site or just by coming up to us at the next branch event.