

Guide to CQI Qualifications for learners



CQI Qualifications and Professional Recognition

Quality management is about improving organisational performance in delivering product and service that meet customer and stakeholders needs: quality professionals are the people that facilitate this in their organisations, operating across organisational functions and at all levels. For most quality professionals this is a rewarding and privileged activity, and often a delicate one where soft skills are at least as important as having understanding of quality models, tools and techniques. Recognition of those skills is vital if quality professionals are to interact credibly with those that are responsible for delivering quality products and services and for an increasing number of quality professionals, this means achieving Chartered Quality Professional (CQP) status.

CQI qualifications are an established learning route to achieving chartered status, providing formal recognition of achievement as you progress towards CQP. Collectively, CQI qualifications reflect employer requirements and define what quality management practitioners need to know, do and deliver at different stages of their career.

The level 3 introductory certificate provides a foundation in quality management and defines the pre-requisite knowledge required for the advanced level 5 qualifications. The level 5 advanced certificates allow you to specialise on areas specific to you role as you develop in your career. Or you may wish to embark directly on the advanced level 5 Diploma in Quality Management: successful completion of this satisfies the qualification requirement to achieve Member CQP status.



A flexible approach for individuals and employers

The suite of CQI qualifications is designed to cover the full scope of professional competence reflected in the CQI's Body of Quality Knowledge, and because they are unit based, you can use units that you have completed to count towards a number of the qualifications (see the Overview CQI Qualifications below).

This flexibility also extends to employers who can use the expanded range of CQI qualifications to plan learning and development for staff in the range of quality function activities, ranging from audit to assurance, and from supply chain quality to business improvement. And the range of job-role based certificates will facilitate recruitment of new staff into specialist roles.

All qualifications can be offered in part time and distance learning formats through CQI approved/recognised education centres, and units can be completed in any order as each unit is free standing.

Level and type

The term 'Level' refers to the level descriptors on the 'Qualifications and Credit Framework': the framework for English vocational qualifications. As a guide level 5 is equivalent in difficulty to a second year graduate course and level 3 is equivalent in difficulty to English A' level. The terms 'Certificate' and 'Diploma' refer to the length of study as defined in the Qualifications and Credit Framework: 'Certificate' for courses 130 to 360 hours of study; and 'Diploma' for longer courses over 360 hours of study.

Assessment

Each unit is assessed and awarded individually. Assessment methods are defined for each unit (below), and in most cases you will be required to pass either a written assignment (4,000-5,000 words) or a written examination: some level 5 qualifications require completion of a project (7,000-10,000 words), which can be combined with a written assignment.

Where assignments/projects are required, these will be marked by your tutor and moderated by the CQI.

Where written examination is a method of assessment, examinations papers are set and marked by the CQI. Details of annual examination rounds (January and June) can be found on the CQI website and from CQI study centres. Examination fees are set by the CQI and in advance and can be found along with CQI policies on examination resits and appeals can at theqci.org/qualifications.

Enrolment

You must be a member of the CQI to enroll for all CQI qualifications and to complete the unit assessments. You should be aware that you may be required to make mathematical calculations: a pass at Maths and English GCSE is advisable.

In addition you must have completed the CQI Level 3 Certificate in Quality Management (or demonstrate equivalent knowledge and skill) before commencing all level 5 qualifications. To enroll you should contact your preferred CQI approved education centre.

We anticipate that the first courses for the new CQI qualifications will be available in the academic year 2010/11. If you are interested in taking one of the new qualifications or using the new qualifications within your organisation, we invite you to register your interest online at theqci.org/Qualifications or contact directly CQI Education. We will then contact you to provide updates and information about when and where you can access approved centres offering the new CQI qualifications.

Accreditation of prior certificated learning

If you have already fully covered the content of one or more units elsewhere you are encouraged to apply for accreditation of prior certificated learning (APCL). You may apply for APCL where the prior learning is at the same or higher level than the qualification that the learner has registered for. The detailed policy for this is within the current CQI Policies and Procedures document. To request a copy, please contact the CQI Education team.

Contact

If you wish to contact CQI Education directly:


W: theqci.org/qualifications

T: +44 (0)20 7245 6877

E: education@theqci.org

The CQI, 12 Grosvenor Crescent, London, SW1X 7EE

Overview of CQI Qualifications

Click on the targets  for links for the unit descriptors to find out about learning objectives and assessment requirements



		Units of Study											
		Quality management	People in quality	Management system models	Quality related legislation and regulation	Quality planning in the product life cycle	Quality control	Quality assurance	Management systems audit	Monitoring and measuring for quality	Using quality to improve business performance	Quality in the supply chain	Business Research
Level 5	Diploma in Quality Management Provides new and existing quality practitioners with the knowledge and skills to plan and manage an organisation's quality management function, by developing a comprehensive understanding of the role of quality and the quality function within the whole organisation. This qualification typically takes between one and two years to complete on part time study												
Level 5	Certificate in Systems Management Provides new and existing systems managers with the skills to plan, implement and assess the effectiveness of a business management system, by developing the skills to embed quality principles, standards and models into a management system, and to assess the systems ability to consistently support business and stakeholder needs. This certificate typically takes between one and two years to complete in part time study.												
Level 5	Certificate in Assuring Service & Product Quality Provides the knowledge and skills to implement systematic programmes that ensures product and service continually meet customer requirements, by developing the ability to implement appropriate assurance activities throughout the life cycle of the product/service and the range of business functions involved. This certificate typically takes between one and two years to complete on part time study.												
Level 5	Certificate in Managing Supply Chain Quality Provides the skills required to ensure that suppliers consistently provide product and service quality that meets the organisation's needs, by developing the skills required to ensure supplier performance in terms of quality, consistency, cost and delivery. This certificate typically takes between one and two years to complete on part time study.												
Level 5	Certificate in Quality Improvement for Business Provides the skills required to improve organisation's business processes to deliver reduced waste, increased efficiency and improved customer satisfaction, by developing the ability to deploy improvement tools and project approaches for continuous and breakthrough improvement. This certificate typically takes between one and two years to complete on part time study												
Level 5	Certificate in Quality Management Systems Audit Provides the auditing skills required to establish conformance of a system to quality standards, specifications and criteria, by developing the ability to plan, conduct and report quality audits against quality criteria. This certificate typically takes between 1 and 2 years to complete on part time study.												
Level 3	Certificate in Quality Management Provides those with responsibility for service or product quality the foundation for formal development in this role and is an introductory qualification for new and potential quality managers. This certificate typically takes a year to complete in part time study.												

Note that the level 5 qualifications include some level 3 units. In these cases, the qualification level remains at level 5, advanced.

Overview of CQI Qualification Units

Learning Objectives and Assessment Criteria

This section outlines the learning objectives and, under bullet points, the assessment criteria for each unit.

Learning Objective A

- *Assessment Criterion 1*
- *Assessment Criterion 2*
- ...

For example, the units below titled Management Systems Audit have three learning objectives at both level 3 and level 5, and between one and five assessment criteria associated with each objective. Where, as below, the unit is offered at level 3 and level 5, the range and depth of understanding and skill required to pass the unit described in the bullet pointed assessment criteria is more demanding at level 5. You can find a list of assessment terminology at the end of this document.

Weighting

Each of assessment criteria carries the same weighting within the unit. For example, if there are five assessment criteria for one unit then each will carry a 20 per cent weighting.

Assessment methods

Each unit is assessed by either examination OR assignment OR project. The normal assessment method for each unit is indicated within each unit below.

MANAGEMENT SYSTEM AUDIT	
UNIT 306 LEVEL 3 MANAGEMENT SYSTEMS AUDIT	UNIT 506 LEVEL 5 MANAGEMENT SYSTEMS AUDIT
<p>Understand the purposes of 1st, 2nd and 3rd party auditing</p> <ul style="list-style-type: none"> Describe the different aspects of 1st, 2nd and 3rd party auditing 	<p>Understand the purposes of 1st, 2nd and 3rd party systems auditing</p> <ul style="list-style-type: none"> Evaluate the benefits, and limitations of 1st, 2nd and 3rd party audit Evaluate approaches to auditing taking into consideration size and complexity of organisations
<p>Understand the role of audit and its importance in an organisations management system</p> <ul style="list-style-type: none"> Explain the audit process Describe the management of audit findings Explain how the results of audits are used in the management review process 	<p>Understand the role of audit and its importance in an organisation's management system</p> <ul style="list-style-type: none"> Analyse the audit process and explain where it provides business benefits Analyse the nature and purpose of different types of audit findings and prepare suitable plans of action Explain how the results of audits are used by top management in reviewing system effectiveness Evaluate the application of different methods and techniques in the auditing process
<p>Understand the content of standards for auditing practice</p> <ul style="list-style-type: none"> Explain the principles contained in standards for auditing Prepare and conduct a simulated internal audit and report 	<p>Be able to plan and conduct a programme of audits in accordance with current standards for auditing practice</p> <ul style="list-style-type: none"> Prepare a three year audit plan for a multisite, international organization Identify the data required to conduct an initial off site system evaluation Prepare an audit programme for an organisation with more than one ISO standard including 2 or more auditors Conduct an audit and prepare a report of findings for management Manage non-conformance reports
ASSESSMENT METHODS	ASSESSMENT METHODS
Examination	Assignment / Project
<p>Completion of this unit is required in the following qualifications:</p> <ul style="list-style-type: none"> Level 5 Certificate in Systems Management Level 5 Certificate in Assuring Service and Product Quality Level 5 Certificate in Managing Supply Chain Quality Level 5 Diploma in Quality Management 	<p>Completion of this unit is required in the following qualifications:</p> <ul style="list-style-type: none"> Level 5 Certificate in Quality Management Systems Audit

[Click here to return to matrix](#)

PEOPLE IN QUALITY	
UNIT 301 LEVEL 3 PEOPLE IN QUALITY	UNIT 501 LEVEL 5 PEOPLE IN QUALITY
<p>Understand the importance of organisational values and culture to quality performance</p> <ul style="list-style-type: none"> Describe how organisational culture and values may impact on Quality performance Explain how human behaviour may positively or negatively influence Quality performance 	<p>Understand the importance of organisational values and culture to the achievement of quality performance</p> <ul style="list-style-type: none"> Analyse how the design of management systems is influenced by human behaviour and vice versa Evaluate how management styles, culture and organisational structure impact on quality performance
<p>Understand behavioural approaches for getting results through people</p> <ul style="list-style-type: none"> Outline the strengths and weaknesses of different theoretical approaches to human motivation Explain the relevance of these theories to modern quality management Describe the elements required for effective team working 	<p>Understand behavioural approaches for getting results through people</p> <ul style="list-style-type: none"> Evaluate different approaches to leadership and motivation and their impact on quality Evaluate goal setting and give examples to illustrate its influence on people's behaviour
<p>Understand the importance of communication for managing quality</p> <ul style="list-style-type: none"> Describe the use of different methods for communication in quality management Identify strengths and weaknesses of different communication methods 	<p>Understand the importance of communication for managing quality</p> <ul style="list-style-type: none"> Evaluate different methods for communication in quality management Recommend appropriate communication methods for different quality management applications
ASSESSMENT METHODS	ASSESSMENT METHODS
Assignment	Examination
<p>Completion of this unit is required in the following qualifications:</p> <p style="text-align: center;">Level 3 Certificate in Quality Management Level 5 Certificate in Managing Supply Chain Quality</p>	<p>Completion of this unit is required in the following qualifications:</p> <p style="text-align: center;">Level 5 Certificate in Systems Management Level 5 Certificate in Quality Improvement for Business Level 5 Certificate in Quality Management Systems Audit Level 5 Diploma in Quality Management</p>

[Click here to return to matrix](#)

MANAGEMENT SYSTEMS MODELS	
UNIT 302 LEVEL 3 MANAGEMENT SYSTEMS MODELS	UNIT 502 LEVEL 5 MANAGEMENT SYSTEMS MODELS
<p>Understand the use of quality models in business</p> <ul style="list-style-type: none"> • Compare the different uses of standards, regulations and management system models • Explain the benefits and limitations to organisations of using a quality model or standard • List quality standards and models used by organisations • Describe a recognised quality standard or model and explain its component parts 	<p>Understand the use of quality models in business</p> <ul style="list-style-type: none"> • Evaluate the use of a range of quality models and standards and their benefits to business. • Describe how a quality model could be implemented within an organisation
<p>Understand the role of standards in quality assurance.</p> <ul style="list-style-type: none"> • Explain the evolution and purpose of product/service standards • Explain how management system model requirements can be used to develop a quality management system • Explain the purpose of conformity assessment • Explain the role of bodies involved in standards setting and assessment of conformity 	<p>Understand the role of standards in quality assurance.</p> <ul style="list-style-type: none"> • Evaluate different approaches to standardization that have evolved over the years • Evaluate the effectiveness of a range of methods for conformity assessment
<p>Understand the use of integrated managements systems within organisations</p> <ul style="list-style-type: none"> • Describe reasons an organisation might choose to have an integrated management system • Provide examples of standards that might be included in an integrated management system 	<p>Understand the use of integrated management systems within organisations</p> <ul style="list-style-type: none"> • Evaluate the business case for implementing an integrated management system • Compare the key principles of a quality management system standard with another management systems standard • Prepare a business case for implementing an integrated management system of two or more management system standards • Prepare a plan to integrate a new management system standard into an existing management system
N/A	<p>Be able to assess the effectiveness of a management system</p> <ul style="list-style-type: none"> • Analyse different approaches to assessing management systems for effectiveness • Evaluate a management system for compliance with a range of standards / models • Report on the level of compliance against the standard
ASSESSMENT METHODS	ASSESSMENT METHODS
Examination	Assignment / Project
<p>Completion of this unit is required in the following qualifications: Level 3 Certificate in Quality Management</p>	<p>Completion of this unit is required in the following qualifications: Level 5 Certificate in Systems Management Level 5 Certificate in Quality Management Systems Audit Level 5 Diploma in Quality Management</p>

[Click here to return to matrix](#)

MONITORING AND MEASURING FOR QUALITY	
UNIT 303 LEVEL 3 MONITORING AND MEASURING FOR QUALITY	UNIT 503 LEVEL 5 MONITORING AND MEASURING FOR QUALITY
<p>Understand the role of monitoring and measuring in making decisions relating to quality</p> <ul style="list-style-type: none"> Describe the quality principle 'factual approach to decision making' List monitoring and measuring techniques that a business might use and identify where and how they might be applied 	<p>Understand the role of monitoring and measuring in making decisions relating to quality</p> <ul style="list-style-type: none"> Evaluate the use of qualitative and quantitative data in decision making for a range of situations <ul style="list-style-type: none"> For ongoing processes As part of process investigation Following improvement activity Use a range of quality tools for data analysis Evaluate the risks of making decisions based on incorrect process data
<p>Understand the use of methods for data collection and analysis</p> <ul style="list-style-type: none"> List and describe a selection of analytical tools for diagnosis and control of data (including variable, attribute, qualitative) Interpret data and make conclusions or recommendations on results 	<p>Understand the use of methods for data collection and analysis</p> <ul style="list-style-type: none"> Explain criteria used in selecting a data collection method for decision making Recommend appropriate collection methods taking into account data source and type. Evaluate and use appropriate analytical tools for diagnosis and control of variable, attribute, and qualitative data for decision making Report on the outcomes of monitoring and measuring activity
ASSESSMENT METHODS	ASSESSMENT METHODS
Examination	Assignment / Project
<p>Completion of this unit is required in the following qualifications:</p> <p style="text-align: center;">Level 3 Certificate in Quality Management Level 5 Certificate in Quality Management Systems Audit</p>	<p>Completion of this unit is required in the following qualifications:</p> <p style="text-align: center;">Level 5 Certificate in Systems Management Level 5 Certificate in Assuring Service and Product Quality Level 5 Certificate in Quality Improvement for Business Level 5 Certificate in Managing Supply Chain Quality Level 5 Diploma in Quality Management</p>

[Click here to return to matrix](#)

QUALITY MANAGEMENT	
UNIT 304 LEVEL 3 QUALITY MANAGEMENT	UNIT 504 LEVEL 5 QUALITY MANAGEMENT
<p>Understand the meaning of the word 'quality' when used in a work related environment</p> <ul style="list-style-type: none"> Compare the use of the word quality for products, processes, and in relation to business performance Explain the potential value to business of investing in quality 	<p>Understand how quality principles can improve business performance</p> <ul style="list-style-type: none"> Assess the extent to which a management system can deliver stakeholder outcomes Analyse the effectiveness of the application of the quality management principles in an organisation Make recommendations for improvement, based on this analysis
<p>Understand how the concept of quality has evolved</p> <ul style="list-style-type: none"> Outline the key development stages in quality management Explain how these developments impacted on quality 	<p>Understand the use of the 'Plan, Do, Check, Act' (PDCA) cycle within management systems</p> <ul style="list-style-type: none"> Advise how the PDCA cycle can be applied at different levels of an organisation Illustrate how PDCA can contribute to the process of continuous performance improvement
<p>Understand the key components of quality management</p> <ul style="list-style-type: none"> Describe the key components of quality management <ul style="list-style-type: none"> Quality control Quality assurance Quality improvement Evaluate the contribution of each component to quality management 	<p>Understand process design and improvement</p> <ul style="list-style-type: none"> Explain different types of business processes and their interactions Evaluate a business process and recommend changes to improve performance and reduce risk
<p>Understand how quality principles can improve business performance</p> <ul style="list-style-type: none"> Explain the quality management principles commonly used in quality management systems Explain how the principles of quality can benefit an organisation, its customers, suppliers and other stakeholders Explain the benefits of a preventive approach to managing for quality and outline the key stages in quality planning. 	<p>Understand the quality management function within an organisation</p> <ul style="list-style-type: none"> Explain the role of different quality activities within an organisation Evaluate the structure for quality within an organisation for appropriateness and make recommendations
<p>Understand the use of the 'Plan, Do, Check, Act' (PDCA) cycle within management systems</p> <ul style="list-style-type: none"> Explain how a closed loop management systems may benefit an organisation Describe the four stages of the PDCA cycle and analyse how this can be used to improve quality 	<p>Be able to assess and report on quality costs</p> <ul style="list-style-type: none"> Evaluate alternative approaches to apportioning quality costs Make recommendations for implementing a quality costing programme in an organisation Prepare a management report highlighting areas of quality cost and recommend appropriate actions
<p>Understand process design and improvement</p> <ul style="list-style-type: none"> Use a process flow diagram to illustrate the stages of a process Describe the design and implementation of a process applying the principles of the PDCA cycle 	N/A
ASSESSMENT METHODS	ASSESSMENT METHODS
Assignment	Examination
<p>Completion of this unit is required in the following qualifications:</p> <ul style="list-style-type: none"> Level 3 Certificate in Quality Management Level 5 Certificate in Managing Supply Chain Quality Level 5 Certificate in Quality Improvement for Business Level 5 Certificate in Quality Management Systems Audit 	<p>Completion of this unit is required in the following qualifications:</p> <ul style="list-style-type: none"> Level 5 Certificate in Systems Management Level 5 Diploma in Quality Management

[Click here to return to matrix](#)

USING QUALITY TO IMPROVE BUSINESS PERFORMANCE	
UNIT 305 LEVEL 3 USING QUALITY TO IMPROVE BUSINESS PERFORMANCE	UNIT 505 LEVEL 5 USING QUALITY TO IMPROVE BUSINESS PERFORMANCE
Understand continual improvement and its application to business <ul style="list-style-type: none"> • Explain the principle of continual improvement • Describe the benefits of continual improvement for an organisation 	Understand continual improvement and its application to business <ul style="list-style-type: none"> • Explain the principle of continual improvement and its application in various types of organisation • Evaluate the benefits an organisation and it's stakeholders may gain by applying continuous improvement • Evaluate the cost benefits of use of continual improvement
Understand the process for identifying and prioritising areas for improvement <ul style="list-style-type: none"> • Describe the process of continual improvement from problem identification to problem prevention • Outline methods an organisation could use to identify and prioritise opportunities for improvement • List and explain the purpose of the basic tools of problem solving • Use tools and methods to identify the root cause of a problem • Identify and explain possible constraints to improvement 	Understand the process for identifying and prioritising areas for improvement <ul style="list-style-type: none"> • Apply methods to identify and prioritise opportunities for improvement • Use suitable and appropriate tools to perform root cause analysis • Prepare management reports on the impact of continual improvement activities
N/A	Be able to manage an improvement project <ul style="list-style-type: none"> • Prepare an improvement plan • Describe key roles required for the management of improvement projects and the desirable characteristics of those selected • Evaluate an improvement project • Explain the common reasons why project teams sometimes fail
ASSESSMENT METHODS	ASSESSMENT METHODS
Exam	Assignment / Project
Completion of this unit is required in the following qualifications: Level 3 Certificate in Quality Management Level 5 Certificate in Systems Management Level 5 Certificate in Assuring Service and Product Quality Level 5 Certificate in Quality Management Systems Audit	Completion of this unit is required in the following qualifications: Level 5 Diploma in Quality Management Level 5 Certificate in Quality Improvement for Business

[Click here to return to matrix](#)

QUALITY RELATED LEGISLATION AND REGULATION	
LEVEL 3 N/A	UNIT 507 LEVEL 5 QUALITY RELATED LEGISLATION AND REGULATION
N/A	<p>Understand legislation and liability relevant to quality</p> <ul style="list-style-type: none"> • Compare common and statutory law and their impact on manufacturers/ service providers, distributors, purchasers and users • Compare the legal processes of tort and criminal prosecution • Explain legislation related to design, manufacture and sale of products/ services and its impact on an organisation • Evaluate product liability legislation in the context of quality • Evaluate the risks to business of not meeting statutory and regulatory requirements <p>Understand how conformity assessment and quality management can reduce liability</p> <ul style="list-style-type: none"> • Evaluate the role of conformity assessment in demonstrating quality assurance and legal compliances • Explain the importance of traceability in addressing quality problems • Produce a quality assurance plan including coverage of service and/or product liability legislation • Illustrate a process for damage limitation after the distribution of a faulty product or service and make plans for the process' implementation
ASSESSMENT METHODS N/A	ASSESSMENT METHODS Assignment / Project
Completion of this unit is required in the following qualifications: N/A	Completion of this unit is required in the following qualifications: Level 5 Certificate in Assuring Service and Product Quality Level 5 Certificate in Managing Supply Chain Quality Level 5 Diploma in Quality Management

[Click here to return to matrix](#)

QUALITY PLANNING IN THE PRODUCT LIFE CYCLE	
LEVEL 3 N/A	UNIT 508 LEVEL 5 QUALITY PLANNING IN THE PRODUCT LIFE CYCLE
N/A	<p>Understand the stages in the service/product life cycle and their role in the achievement of competitive quality products and services</p> <ul style="list-style-type: none"> • Explain the factors to be considered in defining the brief for development of new products and services • Determine activities that should take place in the new product development process from initial idea through market research, design, design review, product/service provision to final disposal • Identify quality inputs and outputs required for satisfactory completion of each activity • Identify risks that can result from the inefficient completion of each activity • Evaluate the business benefits of using of a cross-functional approach
	<p>Understand the quality related concepts involved in the new product development process</p> <ul style="list-style-type: none"> • Explain the purpose and application of quality tools to improve the effectiveness of each phase of new product development
ASSESSMENT METHODS N/A	ASSESSMENT METHODS Assignment / Project
Completion of this unit is required in the following qualifications: N/A	Completion of this unit is required in the following qualifications: Level 5 Certificate in Assuring Service and Product Quality Level 5 Diploma in Quality Management

[Click here to return to matrix](#)

QUALITY ASSURANCE	
LEVEL 3 N/A	UNIT 509 LEVEL 5 QUALITY ASSURANCE
N/A	<p>Understand the range of different methods for assuring quality</p> <ul style="list-style-type: none"> • Evaluate the use of quality assurance within quality management in the achievement of business goals • Compare and contrast planned approaches to the achievement of quality related goals that are used around the world • Compare the ways in which quality assurance methods are applied in the different areas of industry, including process, manufacturing, service, public and not for profit sectors
	<p>Understand the role of quality assurance in delivering customer requirements for services and products</p> <ul style="list-style-type: none"> • Demonstrate how customer requirements for a product or service can be captured, managed and verified by quality assurance • Evaluate the purpose and use of product, service, inspection and test standards in quality assurance
	<p>Understand the process of quality planning</p> <ul style="list-style-type: none"> • Critique a quality plan and make recommendation for improvement • Prepare a quality plan suitable for the quality assurance of a product or service
ASSESSMENT METHODS N/A	ASSESSMENT METHODS Assignment / Project
Completion of this unit is required in the following qualifications: N/A	Completion of this unit is required in the following qualifications: Level 5 Certificate in Assuring Service and Product Quality

[Click here to return to matrix](#)

QUALITY CONTROL	
LEVEL 3 N/A	UNIT 510 LEVEL 5 QUALITY CONTROL
N/A	<p>Understand quality control in quality management</p> <ul style="list-style-type: none"> • Explain the links between quality planning quality control and quality management • Evaluate a quality management system and identify areas where quality control is appropriate • Explain which quality control methods would be appropriate at areas identified in the quality management system
	<p>Understand the role of measurement in quality control</p> <ul style="list-style-type: none"> • Evaluate different measurement methods for products, services and processes • Explain the principles involved in maintaining the integrity of measuring and monitoring tools and equipment • Explain the need for traceability of measurement to national or international standards
	<p>Be able to review and implement an appropriate inspection and testing programme</p> <ul style="list-style-type: none"> • Evaluate methods of inspection and testing • Explain the human aspects of quality control and the limitations of inspection • Develop a quality control plan for a manufacturing or service organisation • Evaluate the results of inspection and testing and make recommendations based on the findings
	<p>Understand the application of population distribution to statistical sampling</p> <ul style="list-style-type: none"> • Compare normal and non-normal distributions and describe their implications for statistical sampling • Recommend a statistical sampling plan for a range of situations
	<p>Understand and apply statistical process control</p> <ul style="list-style-type: none"> • Describe statistical process control and its application in service and manufacturing industries • Prepare control charts for both variables and attributes and identify specific out of control situations • Review control records and identify out of control situations
	<p>Understand process capability with respect to stated tolerance</p> <ul style="list-style-type: none"> • Explain the concept of process capability including the terms Cp and Cpk • Describe the procedure for carrying out a process capability study and the necessary conditions which ensure its integrity
ASSESSMENT METHODS N/A	ASSESSMENT METHODS Assignment / Project
Completion of this unit is required in the following qualifications: N/A	Completion of this unit is required in the following qualifications: Level 5 Certificate in Assuring Service and Product Quality Level 5 Certificate in Managing Supply Chain Quality

[Click here to return to matrix](#)

QUALITY IN THE SUPPLY CHAIN	
LEVEL 3 N/A	UNIT 511 LEVEL 5 QUALITY IN THE SUPPLY CHAIN
N/A	<p>Understand the principles that provide the foundation for mutually beneficial supplier relationships</p> <ul style="list-style-type: none"> Describe the principle of mutually beneficial customer/supplier relationships Assess the role of strategy and business objectives when selecting and managing supplier relationships Explain how information exchange between an organisation and its suppliers can contribute to improved overall performance Explain how providing managerial and technical support can help smaller suppliers achieve the corporate goals of their customers and contribute to their customers success Assess the role of suppliers in providing expertise to aid their customer's development and manufacturing processes <p>Be able to evaluate methods for supplier selection and prepare a supplier selection scheme</p> <ul style="list-style-type: none"> Evaluate the role of effective supplier selection in business performance achievement Analyse different criteria and methods for supplier selection and the types of industry or organisation where they may be used Explain the criteria that should be met before agreeing to supplier self inspection of products Construct a supplier selection scheme for a multi level supply chain <p>Be able to evaluate and develop methods for monitoring, measuring and control of suppliers</p> <ul style="list-style-type: none"> Analyse the merits of different supplier rating systems and explain the effectiveness of methods used to rank suppliers, including data on quality, price and delivery Develop a process for gathering information on product /service conformity for multi level supply chain Develop a process for reporting including measures that would be necessary if supplier quality no longer meets requirements Identify and critique the methods available for monitoring incoming products and services
ASSESSMENT METHODS N/A	ASSESSMENT METHODS Assignment / Project
Completion of this unit is required in the following qualifications: N/A	Completion of this unit is required in the following qualifications: Level 5 Certificate in Managing Supply Chain Quality

[Click here to return to matrix](#)

BUSINESS RESEARCH	
LEVEL 3 N/A	UNIT 512 LEVEL 5 BUSINESS RESEARCH
N/A	<p>Understand the process for acquiring new information using research</p> <ul style="list-style-type: none"> • Explain the different approaches to management research • Recommend and describe an appropriate research methodology
	<p>Be able to undertake management research</p> <ul style="list-style-type: none"> • Select an appropriate research methodology for a given situation • Conduct a research project • Report research results and draw reasoned conclusions • Reference research data sources using recognised methods
ASSESSMENT METHODS N/A	ASSESSMENT METHODS
	Project (7,000 – 10,000 words) – this unit may be assessed as part of the outcomes of another unit of study where an Assignment is required.
Completion of this unit is required in the following qualifications: N/A	<p>Completion of this unit is required in the following qualifications:</p> <ul style="list-style-type: none"> Level 5 Certificate in Systems Management Level 5 Certificate in Assuring Service and Product Quality Level 5 Certificate in Quality Improvement for Business Level 5 Diploma in Quality Management

[Click here to return to matrix](#)

CQI Assessment Terminology

This is designed to help you, the learner, understand the terms that may appear in your assignment or project briefs and examinations.

Advise: recommend a course of action

Analyse: to examine in detail and to discover essential features. Identify the main components, show how they are related and explain their importance.

Appraise: to assess the worth, value or quality of a point.

Argue: to present supporting or opposing reasons. A series of reasons that support or oppose a statement.

Aspects: a particular feature or part of matter.

Assess: to judge worth or importance including advantages/disadvantages.

Benefit: to receive an advantage or improves something.

Calculate: to determine by judgement and reasoning.

Compare: examine qualities or characteristics to discover any resemblances. You are to emphasize similarities, although differences may be mentioned.

Contrast: stress differences of things, qualities, events or problems.

Critical: making severe or negative judgements, containing careful or analytical evaluations.

Criticise: express your judgement. Discuss the limitations, good points or contributions to a plan/project.

Define: definitions call for concise, clear, authoritative meanings. Details are not required but limitations of the definition should be briefly cited. Highlight what differentiates the particular object for all others in the class.

Demonstrate: to show, manifest or prove with reasoned arguments.

Describe: give a detailed account or show knowledge of the topic. You should recount, characterise or relate your answer.

Detail: identify an item or smaller parts that are considered separately.

Develop: to elaborate or work out in detail.

Differences: a way in which something is not the same as another.

Discuss: examine, analyze pros/cons of the topic.

Distinguish: to recognize differences between certain features.

Effect: a change which is a result or consequence of an action or other cause.

Evaluate: present a careful appraisal, stressing the pros/cons.

Examine: to look at, inspect or scrutinize carefully.

Explain: clarify and interpret the material you present. State how and why.

Identify: select certain specified important points.

Illustrate: to explain or clarify by use of examples.

Interpret: to clarify or explain the meaning of something.

Justify: you must prove or show grounds for a decision.

List: present in an itemized series, should be short and concise answers.

Outline: an organized description. The important features of an argument.

Prove: an answer that demands confirmation or verification by evaluating and citing experimental evidence or logical reasoning.

Purpose: the reason for which something is done or for which something exists.

Recommend: to advise the best course/choice.

Relate: to establish associations and/or connections.

Review: analyze and comment on the major points.

Role: the function of something in a particular situation.

Significant: extensive or important enough to merit attention.

State: express the main points in clear statements.

Suggest: to put forward an idea for consideration.

Summarise: give the main points in a condensed format.