

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

1. PREAMBLE

1.1. Present

David Hoyle, (Chairman and BRB Rep)
Peter Bennett (Regional Member of Council)
Ray Mellett (National Member of Council and South Western Branch Chairman)
Phil Andrews (Gloucester Branch)
Derek Lewis (Wales Branch)
Adrian Dunleavy (Wales Branch)
Roger Bloomfield (Devon and Cornwall Branch)
Tony Hawkins (Wessex Branch)

1.2. Apologies

Steve Feltham (Wessex), Graham Harris, (South Western) Gary Martin (Gloucester)

1.3. Minutes of last meeting

Ray had not produced any minutes of the last meeting

1.4. Actions from Last Meeting not covered by this agenda

There were no actions from last meeting.

2. ISSUES AT BOARD LEVEL

2.1. Council

David updated the Regional Committee (RC) on changes in Council. The next Council meeting will be the first under the new Constitution. As Peter and Ray are on the Board of Trustees they cannot be also on Council under the new constitution so we will need to decide who our Regional Member of Council will be and whether Peter or Ray step down from the Board or we elect a new Regional Member of Council when the time comes.

Action Peter Bennett/Ray Mellett

David reported that in the past and proposed plans there was a lack of clarity on what the CQI was trying to do and how it was to planning to do it. He presented a diagram that emphasizes the influencing role of the CQI in bringing about public benefit. [see Annex D] and there followed much discussion on the role of Council and the Executive from which the following emerged:

Members of Council now needed to be competent advisers not simply regional representatives.

There needs to be more pressure on companies to require CQI membership of its quality personnel.

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

It is an inescapable fact that few members will actively contribute to the Institute as most join simply for the status and not to further the aims of the Institute.

We needed to employ more Quality Professionals in the Executive so that they were more aware of the needs of quality professionals and more able to represent members interests

We needed to engage with the 40,000 or so ISO 9000 certificated organizations and attract the Management Reps into membership either into a new Affiliate Grade or as Company members (Company membership is >£250 and Associate Grade subs are £97 pa and are both not low enough to attract this market sector) There may be alternatives which our Board Members can explore

Action Peter Bennett/Ray Mellett

2.2. Qualification Board

2.2.1. Diploma

The Diploma has been under review for some time. The plan was to align the Diploma with the BoQK and this is still ongoing

2.2.2. CPD

A new CPD scheme has been proposed and RC members thought it was a good approach. We should get someone from Central Office to come down and explain the new scheme and the Chartered Individual Grade to Branch Members. Secretaries to invite Mike Debenham (MDebenham@thecqi.org)/David Naylor (david@calvale.freeserve.co.uk) to address their branch

Action: All Branch Secretaries

2.3. Professional Policy Board

2.3.1. Body of Knowledge Portal

David explained that the BoQK Portal was now up and running. There are 44 elements of which 26 have been completed so far. 18 authors have been involved in creating public and member pages. Ray voiced concern that the member pages are not accessible to non-members and as members are supposed to know the stuff to become members it rather defeats the original objective. David thought this might conflict with our public duty to make information available to the public but Peter was of the view that we meet this aim by making part of it accessible to the public. David encouraged members to take a look and post comments on the CQI Forum.

Action All RC Members

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

2.3.2. Standards Development Group (SDG)

David now sits on the SDG and reported on the changes being made as a result of the appointment of the new Chairman Tony Brown. Tony was keen to enlist the support of branches in reviewing standards particularly the ISO 9000 series and providing feedback into the development process rather than after they are published. He would like branches to debate proposed standards/changes regularly at branch meetings and has offered to visit branches. David said it was probably too late for the 2008 revision of ISO 9000 but comment could be gathered for use in the next revision. Secretaries to invite Tony Brown (BCapabilitybrown@aol.com) or other SDG Reps to run a debate on national and international standards.

Action: All Branch Secretaries

2.4. BRB

2.4.1. Feb meeting

Minutes of the Feb BRB meeting had been distributed and there was no significant comment. Issues arising are addressed under the relevant heading of this report.

2.4.2. Branch Officers Handbook

The latest version of the Handbook has been distributed for comment and few comments received. Both Gary and David thought the Handbook too big and bureaucratic but others were quite content to live with it and use it as a guide.

2.4.3. Branch Activity Reports

We had been reminded that Branch Activity Reports (BAR) were due in February and only Gloucester had sent theirs in. Even if there were no meetings, the BARs need to be filled because by not doing so we stand no chance of winning the £2000 award. Last year the award went to two Scottish branches.

Action: All Branch Secretaries

2.5. Issues with Central Office

2.5.1. Branch event notices/reports

We have been informed that following the merger of QP into QW, branch events will no longer be published in QW but on the Web and in Forward.

Send Branch Reports to Felicity Francis ffrancis@thecqi.org

Send Branch Event news to Nicky Farmer NFarmer@iga.org and Penny Crick pcrick@thecqi.org

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

2.5.2. Membership packs

New membership packs with the CQI logo are available and all Branch Secretaries are to dump obsolete information.

Action All Branch Secretaries

3. Review of SWRC Plan

3.1. Status of current plan

There is a new CQI Corporate Plan under development but meanwhile the BRB have instructed that we work to the previous objectives.

- To be a learned society
- To be a qualifying body
- To grow and an Institute
- To be a certification body

David expressed the view that although these are not strictly objectives (because they have already been achieved), the plan presented at the SWRC meeting in Feb met these criteria. (see Annex C). The plan has two principal activities, one of running branch events and other of surveying members. Specific events are not in the plan because these should be in a consolidated Regional Programme.

David requested that all RC Members review the plan, provide feedback and/or indicate their agreement.

Action All RC Members

3.2. Centralising accounts

David reported that the recent panic to get Branch Accounts in was unacceptable particularly when all Treasurers had known of the standard deadlines. It was agreed that it would be more efficient if the accounts were centralized but there had been resistance in the past because of the perceptions that Branches would not get the money owed.

Adrian proposed the following:

- That we set up a Regional Bank Account (thus closing all Branch accounts)
- That we appoint a Regional Treasurer
- That each Branch has two cheque books (Secretary and Chairman thus potentially 10 signatories)
- That bills are paid using a personal credit card or cash if the recipient won't accept a cheque (most want cheques to be guaranteed with a Bankers Card which we won't have)

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING

MINUTES 12 APRIL 2008

- That the person paying the bill out of his/her own funds draws a cheque on the Regional Bank Account to him/herself for the same amount and passes the receipts to the Regional Treasurer
- That the Regional Treasurer consolidates the receipts with the bank statements and prepares one set of accounts for the Region

As all Branch Secretaries and Chairman sit on the RC they can prepare and agree the Regional Budget in advance and as this will be due in October, David suggested this is what we should now do subject to agreement of all Branch Treasurers.

Action All Branch Committees

We will need to appoint a Regional Treasurer and it was agreed to invite existing Treasurers to apply. Adrian stated that the Treasurer would obviously need to attend the RC Meetings.

Action All Branch Secretaries

3.3. Wessex Branch

Tony Hawkins had kindly volunteered to meet with Steve Feltham and look at the feasibility of reforming the Wessex Branch. The Post Code areas would be

- DT Dorchester, 33 members
- SP Salisbury, 6 members
- BH Bournemouth, 92 members

There are 111 members in the Swindon area some of whom might want to relocate to a new Wessex Branch. The threshold for a Branch is 60 so Wessex would constitute a Branch in its own right.

Action Tony Hawkins/Steve Feltham

3.4. World Quality Day

A guide on how Branches and Regions could support World Quality Day had been distributed. Phil reported that he was willing to meet with Business West and other organizations in the South West to explore ways in which WQD could be promoted.

Action Phil Andrews

The suggestion was also made that Branches could promote WQD through contact they have with the local Business Links and Chambers of Commerce. More information will be coming out of Central Office that can be used

Action All Branch Secretaries

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

4. Implementing the plan

4.1. Health of Branches

Tom Ward (Chairman of BRB) has expressed concern over the health of the Branch Network. A third of the Branches are now moribund. The convention has been for branches to hold meetings when there is a speaker or a visit. Another untried strategy is for branches to hold monthly meetings regardless of there being a formal speaker or visit. This approach has several advantages

- At the very least the committee should turn up
- There will not be the embarrassment of arranging a speaker for an audience of <5
- There will be a calendar of meetings thus showing the branches are active – it will look good in the Branch Activities Report
- Company members and SIG members could be invited to discuss topics of mutual interest
- We can invite people from other Institutions, Business Link, local Government etc – maybe even combine it with Business Link meetings
- Staff from Central Office can pop in without making a formal arrangements
- In time it might develop into a club (Like the old Quality Forums) e.g. 2nd Thursday in ever month it's a CQI meeting
- The club might get a regular following and then when a speaker is invited there will be a guaranteed audience of >10 maybe even >20.

David asked that Branch Committees discuss this proposal and report back before next meeting so we can adopt the strategy in the 2008-2009 Regional Programme.

Action All Branch Committees

4.2. Branch programmes

Only Gloucester has produced a programme for 2008-2009. All Branches to review Gloucester programme and

- Ensure their event dates don't clash
- Look at the possibility of running the same event in their Branch

In principle it was agreed that we could duplicate events through the region e.g. If a Branch arranges an evening on CPD and Standards, then we request the speakers to repeat the event at the other Branches.

We need to start now on developing the Branch Programmes for 2008-2009.

Action All Branch Committees

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING

MINUTES 12 APRIL 2008

4.3. Region Web site

4.4. Member Surveys

Many of the activities in the SWR 2008-2009 plan were dependent on surveying members but at the last meeting there had been a reluctance to do this. David reported that he had now created an Access Database from the Membership lists so it is now easy to profile the Region membership and mailshot members using a GroupMail tool .

A SW Region Report produced from data contained in the member list had been distributed. Peter questioned the need for this but David believed we should be making decisions based on fact and therefore the data was necessary for planning events and generally managing the Region. However he said it's only as good as the input data. The member lists we get do not have details of the member's employer, sector or location or even what route the new members came in on so we can't use them to target particular industries yet. Central Office are investigating our request for further information about members, particularly reasons for their removal.

It was suggested that after the launch of the Chartered Individual grade and CPD scheme we could survey members to establish the most common topics in their personal development plans in order to tailor Branch programmes to their needs.

David had distributed a proposal for members surveys in February and requested that this be reviewed and that RC members provide a list of

- What we want to tell our members
- What we want our members to tell us

Action All RC Members

4.5. Awards,

The criteria for Branch Service Awards had been distributed and asked if anyone qualified. Roger was asked if Mark Randal (D & C Treasurer) might qualify as he has been treasure for 15 years and Roger agreed to investigate and process the application.

Action Roger Bloomfield

Adrian asked about the Outstanding Service Award. David reported that both he and Ray had received the Award in the past. There were nominations at this time.

5. Social event

It was agreed that we hold a social event on 10th October following by the RC Meeting on Saturday 11th. There was a preference for a venue where the ladies could do something exciting on the Saturday morning! Suggestions included

- Bath (Limply Stoke Manor) Adrian thought it too difficult to get to
- Malmesbury - Probably too far East but worth exploring
- Bournemouth - Good choice for the ladies

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

Chepstow We have tried this twice before
Phil said he would advise on other venues in Bath and Malmesbury.

Action Phil Andrews

6. AOB

There was not other business and the meeting closed shortly after 13:30hrs

7. Date of future meetings

Saturday 9 August 2008 Chepstow Hotel 10:30 – 13:30 hrs

Saturday 11 October 2008 To be decided

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

ANNEX A ACTIONS FROM APRIL 2008 MEETING

No	Actions	On	By
1.	Decide who our Regional Member of Council will be after October AGM	Peter Bennett/Ray Mellett	August Meeting
2.	Explore with the Board and Executive ways in which we can attract Management Reps of ISO 900 companies into membership	Peter Bennett/Ray Mellett	August Meeting
3.	Invite Mike Debenham or David Naylor to address the Branch on the CPD and Chartered Individual grade	All Branch Secretaries	End of April
4.	Take a look at the BoQK Portal and post comments on the CQI Forum	All RC Members	End of April
5.	Invite Tony Brown (SDG) to address the Branch on standards development	All Branch Secretaries	End of April
6.	Complete Branch Activity Reports and send to Hazel Mongey in Central Office	All Branch Secretaries	21 April
7.	Dump all obsolete membership packs and renew	All Branch Secretaries	ASAP
8.	Review the SW Plan, provide feedback and/or indicate agreement.	All RC Members	26 April
9.	Consider proposal for centralising branch accounts and report decision	All Branch Committees	August Meeting
10.	Nominate Branch Member for post of Regional Treasurer	All Branch Committees	August Meeting
11.	Meet to look at feasibility of reforming Wessex Branch	Tony Hawkins/Steve Feltham	August Meeting
12.	Report on progress with WQD promotion with Business West	Phil Andrews	End of May
13.	Look into way in which the Branch can promote WQD through Business Links, Chambers of Commerce etc	All Branch Secretaries	End of May
14.	Discuss proposal for regular Monthly Branch Meetings and report	All Branch Committees	End of May
15.	Develop the Branch Programmes for 2008-2009	All Branch Committees	End of June
16.	Provide a list of What we want to tell our members and What we want our members to tell us from a members survey	All RC Members	End of May
17.	Determine if Mark Randal qualifies for a Branch Award and if so process application	Action Roger Bloomfield	August Meeting
18.	Advise on social event venues in Bath and Malmesbury	Phil Andrews	End of May

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

ANNEX B RC MEMBERS CONTACT DETAILS

First Name	Last Name (Branch Affiliation)	Office	Address	Home Phone No Mobile e mail
David	Hoyle (Wales)	SWRC Chair BRB Rep	[REDACTED]	[REDACTED] [REDACTED] david@dhoyle.co.uk
Peter	Bennett (Gloucester)	SWRC Vice-Chair Regional Council Member	[REDACTED]	[REDACTED] p.bennett7@btinternet.com
Gary	Martin (Gloucester)	Branch Secretary	[REDACTED]	[REDACTED] [REDACTED]
Philip	Andrews (Gloucester)	Branch Com Secretary Engineering SIG	[REDACTED]	[REDACTED] philip.r.andrews@btinternet.com
Adrian	Dunleavy (Wales)	Branch Secretary	[REDACTED]	[REDACTED] [REDACTED]
Derek	Lewis (Wales)	Branch Chair	[REDACTED]	[REDACTED] [REDACTED] derek.lewis@cardiff-clc.org
Steve	Feltham (Wessex)	Branch Chair	[REDACTED]	[REDACTED] [REDACTED]
Graham	Harris (South Western)	Branch Secretary	[REDACTED]	[REDACTED] gjharris@tumblestones.fsnet.co.uk [REDACTED]
Ray	Mellettt (South Western)	Branch Chair National Council Member Hon Sec SWRC	[REDACTED]	[REDACTED] [REDACTED] ray.mellettt@lineone.net

**CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING
MINUTES 12 APRIL 2008**

First Name	Last Name (Branch Affiliation)	Office	Address	Home Phone No Mobile e mail
Roger	Bloomfield (Devon and Cornwall)	Branch Chair	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	[REDACTED] roger.bloomfield@tesco.net
Carol	Ball (Devon and Cornwall)	Branch Secretary.	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	cball_dciqa@blueyonder.co.uk [REDACTED]
Tony	Hawkins (Wessex)	TBA	[REDACTED] [REDACTED] [REDACTED] [REDACTED]	hawkeye99@ukonline.co.uk [REDACTED] [REDACTED]

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

ANNEX C SWRC PLAN 2008-2009

CQI Mission	CQI Objective	Measures of Success	South Western Region Actions
To be a learned society	Develop the CQI's position as the intellectual leader in quality issues	The CQI advances the art, science and technology of quality management	Participate in the review of the BoQK
			Participate in the development of the BoQK
			Arrange a programme of event to deploy the body of knowledge
			Encourage members to participate in CQI activities through Branch Events and e-Newsletter
		The CQI is approached for input on issues of national importance	Survey members in Region to establish whether any members have been approached for their input
	The CQI influences government, academia and industry	Create and distribute e-Bulletin to government agencies, business support organizations and education establishments	
		Survey members for feedback of their involvement	
	Provide a quality information service to members and the public at large	Increasing accessibility of information to members	Create Region Website providing more information to members
			Create Regional/Branch e-Newsletter
		Rising demand for the service from members and the public	Establish log of enquiries
Lead in influencing/developing quality standards	Major changes in quality standards initiated by CQI	Members of Region to feedback suggestions for improvement to SDG	
	CQI members leading groups that are developing quality standards	Members of Region to participate in CQI Forum and SDG	
To be a qualifying body	Significantly increase the membership without sacrificing quality	Number of new members increases by 10%/yr	Promote membership at Branch Events and notices
			Identify largest employers of quality personnel in Region and sell benefits of membership
			Track and analyse changes in membership
		The rate at which existing members leave the CQI declines by <5% pa	Follow up members who leave and determine if any action can be taken to reduce the rate of

**CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING
MINUTES 12 APRIL 2008**

CQI Mission	CQI Objective	Measures of Success	South Western Region Actions	
			loss	
			Track and analyse changes in membership	
		The ratio of Corporate to Non-corporate members remains at or above 75%	Encourage members to transfer to higher grades	
	Provide a comprehensive, profitable training programme covering the full depth of management and across the full breadth of quality	Training courses offered attract an increasing number of delegates		Survey members in Region to establish training needs
		The range of training courses offered continually match the needs of industry		Survey members in Region to establish level of satisfaction with CQI training
	Provide an education service to match the aspirations of candidates	Industry demands CQI diploma as preferred qualification for appointments in quality management		Promote the CQI Qualifications at Branch events
		An increasing number of colleges that offer CQI diploma		Appoint Education Reps to liaise with Colleges
				Inform members of Colleges offering CQI qualifications
	Broaden the involvement of the CQI in quality sectors			Maintain record of Colleges offering CQI qualifications
		CQI members participate in sector groups in all economic sectors		Survey members to establish what involvement members have in various sectors
	Advance understanding on quality issues in the community	CQI's association with other societies, institutions, educational establishments and public bodies improves quality standards		Establish links with other bodies in the Region
		Attendance of non-members at CQI Branch meetings grow		Advertise Branch Events through local contacts
		CQI members appointed as advisers in local authorities		Survey members to identify those working in local authorities
		Growth of CQI sponsored		Organise a Regional Conference

**CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING
MINUTES 12 APRIL 2008**

CQI Mission	CQI Objective	Measures of Success	South Western Region Actions
		initiatives	
	Enhance CQI's international profile	CQI overseas Membership increases by 10%	Promote CQI membership through overseas contacts
		CQI services delivered overseas	Forward any enquires from overseas to HQ
To remain the world's leading certification body for auditors	To enhance IRCA's position as world leader in its field	An increasing number of CQI members are IRCA registered	Track and analyse membership data
		An increasing number of IRCA registered auditors become Corporate members	Track and analyse membership data
		IRCA registered auditors are perceived as more competent than other auditors by industry	Survey members in Region to establish perceptions

CQI SOUTH WESTERN REGIONAL COMMITTEE MEETING MINUTES 12 APRIL 2008

ANNEX D FULFILLING CQI's PURPOSE

Who we are – The CQI is a professional body comprising Members, Council, Governance (Board of Trustees) and the Executive (Central Office).

What we are trying to do - The CQI exists to benefit the public by advancing education in, knowledge of and practices for the pursuit of quality.

How we will make this happen - Resourced from subscription and primary trading we will develop a body of quality knowledge, deploy this knowledge to an increasing number of members who will carry it into their workplace and influence the quality of their organization's products and services. We will also engage with an increasing number of organizations to influence their leaders in the importance of the pursuit of quality so that they become receptive to quality initiatives and adopt a quality culture. Both these actions will increase and sustain public confidence in the products and services used and thus bring about significant benefit to the public.

How we will know we are doing it right – We will measure our success (1) by the degree to which public perceptions of product and service quality are changing, (2) by the extent to which the theory and practice of the pursuit of quality is applied in the workplace, (3) by the level of education in the pursuit of quality among the population and (4) by the level of knowledge of the pursuit of quality in the public domain.

Whether we are doing it in the best way – We will regularly review our goals, our strategy and our processes to ensure they remain relevant to our purpose and mission and the public expectations of quality.

All these elements are reflected in the diagram below

