



# INTERNATIONAL QUALITY AWARDS 2019

## GUIDE FOR APPLICANTS

Headline Partner



# THE AWARDS

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Spanning six major categories, the International Quality Awards are designed to recognise and reward the contribution of quality professionals, teams and entire organisations across the globe. To ensure the highest level of rigour, a panel of subject matter experts will judge all the entries.

We are delighted that you are interested in applying.

## KEY MILESTONES

**3 June**

Entries Open

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**31 July**

Applications close

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**12 August**

Judging process phase one begins

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**13 September**

Judging process phase one ends

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**20 September**

Finalists receive invitation for interview

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**14 to 24 October**

Finalists interviews

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**27 November**

Awarding of winners at the ceremony in Central London

## WHO SHOULD APPLY?

There is a category for everybody. CQI members, IRCA registered auditors, non-members of our institute, teams and organisations are welcome to apply.

All awards have subtly different criteria and marking schemes to fit various career stages and organisational contexts.

Please read the details of the categories and decide which one you are best qualified for – you may enter more than one category.

Along with completing an application for yourself, consider if you can support an entry from someone you coach, your boss, your colleague, your quality team, or even your whole organisation.

## WHY APPLY?

- Show leadership in quality within your organisation
- Tell your story for the benefit of other quality professionals
- Help industry gain a better understanding of the contribution that quality professionals and auditors make to organisations
- Finalists receive personal written feedback from the judging panel and feature in an ebook
- Winners receive a trophy at the awards ceremony and feature in *Quality World* magazine
- Receive recognition from influencers and peers within the profession and across industry

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# AWARDS CATEGORIES 2019

## **1 Emerging Talent Award**

Recognises the quality professional who has contributed most to their organisation in the areas of governance, assurance, improvement, leadership and context within the first eight years of their quality career.

## **2 Audit System Award**

Honours the team that fuels their organisation's success by establishing and delivering an effective audit system. CQI members and IRCA auditors of any grade can submit entries.

## **3 Quality Professional of the Year Award**

Celebrates a quality professional who plays a key role in advancing their organisation's governance, assurance, improvement, leadership and context. Entries are restricted to CQI Chartered Members or Chartered Fellows.

## **4 Quality Team of the Year Award**

Recognises a team of quality professionals who contributes most to their organisation through governance, assurance, improvement, leadership and context.

## **5 Quality Organisation of the Year Award**

Distinguishes the organisation that best exhibits a culture of quality and puts it at the heart of everything they do. This award is open to any organisation of any size or type.

## **6 Improvement System Award**

Celebrates a team that moves its organisation forward by establishing and delivering an effective improvement system.

## **7 CQI Honorary Award**

Pays tribute to an individual who has moved the profession and discipline of quality forward over a number of years, not only in relation to their own organisation, but also on a wider stage. **This is an honorary award and therefore not open to entries.**

# The entry process

## Entry details

- All entries are completed online. Visit [cqi.awardsplatform.com](http://cqi.awardsplatform.com) to submit an entry
- You may apply for more than one award and enter as many categories as you wish as long as you comply with the criteria of each category
- If you want to apply for multiple categories, you must fill in a separate form for each one
- Ensure to complete all questions and support your application with concrete data
- You may attach additional information and supporting evidence of up to six PowerPoint slides. The content could be in the form of text, images, graphs etc., but we do not accept hyperlinks or videos
- Applications cannot exceed 1,500 words in total
- Applicants of the Quality Organisation of the Year Award may support their submission with up to eight PowerPoint slides and 2,000 words in total
- Put the dates of the judging interviews and the award ceremony in your diary

**If your submission contains sensitive information, you should clearly state this on your application.**

Award entries can be submitted at any time between 3 June and 31 July 2019.

## Judging process

The judging process is in two phases.

- **Phase one:** For each category, a panel of three judges evaluates all applications and selects a shortlist of three finalists. This phase is completed online.
- **Phase two:** The finalists present their entry to the judges at a face-to-face interview. Four judges are involved in this phase as the CQI Executive Director of Policy joins the panel at the interview. The winner is selected based on their collective decision.

**All winners are revealed at the awards ceremony on 27 November.**

## Interview of finalists

Finalists will be invited to attend a face-to-face interview with the category judges who reviewed their entries. If any finalists are unable to attend in person, they may do so by video conference.

The interview lasts up to an hour and the judges can question finalists on any aspect of their submission. Candidates are given the opportunity to elaborate on their written entries. The judging panel decides on the winner of each category after interviewing all candidates.

## INTERVIEW DATES

The finalists' interviews will take place in London on the following dates:

Monday 14 October  
**Emerging Talent Award**

Wednesday 16 October  
**Quality Professional of the Year Award**

Thursday 17 October  
**Quality Organisation of the Year Award**

Monday 21 October  
**Audit System Award**

Tuesday 22 October  
**Improvement System Award**

Thursday 24 October  
**Quality Team of the Year Award**

# AWARD CRITERIA AND MARKING SCHEME

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
<b>Emerging Talent</b>	Context	Within your role, how do you understand the context of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Governance	Within your role, how do you understand the governance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Assurance	Within your role, how do you understand the assurance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement	Within your role, how do you understand the improvement requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	Within your role, what is your approach to leadership and how do you build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>  <b>Winner 2018: Khar Voen (Carmen) Chin, PCQI Alstom Hong Kong Limited, Hong Kong S.A.R., China</b>	10 marks approach 10 marks results
<b>Audit System</b>	Plan and prepare	<b>Approach</b> – Indicative content will include how you: <ol style="list-style-type: none"> <li>Define the audit purpose, objectives, scope and criteria</li> <li>Employ risk-based thinking to determine the best audit approach</li> <li>Select an appropriate audit team and audit methods</li> <li>Prepare documented information for audit</li> </ol> <b>Results</b> – Evidence that your planning and preparation process: <ol style="list-style-type: none"> <li>Meets the audit clients needs</li> <li>Generates a comprehensive audit plan</li> <li>Generates other documentation for audit e.g. checklists, sampling plans, audio/visual information</li> <li>Ensures effective communication with audit client/auditee</li> </ol>	20 marks approach 20 marks results

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Field work	<p><b>Approach</b></p> <ul style="list-style-type: none"> <li>– Indicative content will include how you: <ul style="list-style-type: none"> <li>i. Obtain, collate and evaluate objective evidence</li> <li>ii. Manage audit risk and deal with unplanned changes</li> <li>iii. Co-ordinate audit team resources to achieve audit objectives</li> <li>iv. Ensure relevant parties are kept advised of audit progress</li> </ul> </li> </ul> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>– Evidence that your field work process: <ul style="list-style-type: none"> <li>i. Meets the audit client needs</li> <li>ii. Successfully implements the audit plan</li> <li>iii. Achieves the audit objectives</li> <li>iv. Makes efficient and effective use of available resources</li> <li>v. Results in positive feedback from the audit client/auditee</li> </ul> </li> </ul>	<p>10 marks approach</p> <p>10 marks results</p>
	Reporting and follow-up	<p><b>Approach</b></p> <ul style="list-style-type: none"> <li>– Indicative content will include how you: <ul style="list-style-type: none"> <li>i. Prepare and present the audit report</li> <li>ii. Ensure the report is tailored to the audit client and other recipients</li> <li>iii. Assure that recommendations made are implemented</li> </ul> </li> </ul> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>– Evidence that your reporting and follow-up process: <ul style="list-style-type: none"> <li>i. Meets the audit clients needs</li> <li>ii. Secures acceptance of/engagement with the report by the audit client</li> <li>iii. Results in the implementation of all agreed actions</li> </ul> </li> </ul>	<p>10 marks approach</p> <p>10 marks results</p>
	Impact	<p><b>Approach</b></p> <ul style="list-style-type: none"> <li>– Indicative content will include how you: <ul style="list-style-type: none"> <li>i. Review audit performance and generate 'lessons learned'</li> <li>ii. Use lessons learned to drive business and audit system improvement</li> </ul> </li> </ul> <p><b>Results</b></p> <ul style="list-style-type: none"> <li>– Provide evidence of: <ul style="list-style-type: none"> <li>i. Demonstrable improvements made to the business because of audit activities</li> <li>ii. Demonstrable improvements made to the audit system because of audit activities</li> <li>iii. Positive outcomes from subsequent reviews, regulatory audits or internal audits of the same or linked area</li> <li>iv. Positive feedback received from the audit client and other parties involved in the audit process</li> </ul> </li> </ul>	<p>10 marks approach</p> <p>10 marks results</p>
<b>Quality Professional of the Year</b>	Context	<p>Within your role, how do you understand the context of your organisation and build this into the way you do your job? How do you know this is successful?</p> <p><i>Please support your answer with concrete data.</i></p>	<p>10 marks approach</p> <p>10 marks results</p>

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Governance	Within your role, how do you understand the governance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Assurance	Within your role, how do you understand the assurance requirements of your organisation and build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement	Within your role, what is your approach to leadership and how do you build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Leadership	Within your role, what is your approach to leadership and how do you build this into the way you do your job? How do you know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
<b>Winner 2018: Charlie Versi, CQP MCQI Buildcorp Group Pty Ltd, Australia</b>			
<b>Quality Team of the Year</b>	Context	How does the quality team understand the context of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Governance	How does the quality team understand the governance requirements of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Assurance	How does the quality team understand the assurance requirements of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement	How does the quality team understand the improvement requirements of their organisation and build this into the way they do their jobs? How do they know this is successful? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results

Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Leadership	<p>What is the approach to leadership within the quality team and how do they build this into the way they do their jobs? How do they know this is successful? Please support your answer with concrete data.</p> <p><b>Winners 2018:</b>  <b>Business Improvement Team, Costain, United Kingdom</b>  <b>Pathology Service, Hull University Teaching Hospitals NHS Trust, United Kingdom</b></p>	<p>10 marks approach 10 marks results</p>
<b>Quality Organisation of the Year</b>	Interested parties	<p>How have you determined interested parties, their needs and expectations and their individual potential impacts on the organisation's performance considering the long-term objectives of the organisation? Please support your answer with concrete data.</p>	<p>10 marks approach 10 marks results</p>
	Quality culture	<p>How have you determined, implemented and communicated the organisation's mission, vision and values, and promote an aligned culture at all levels within the organisation? Please support your answer with concrete data.</p>	<p>10 marks approach 10 marks results</p>
	Leadership	<p>How does top management demonstrate leadership, commitment and strategy within the organisation and maintain the unity of purpose, quality and direction? Explain how you create an environment where people are engaged and committed, and have the necessary resources, training and authority to act with accountability in supporting the organisation's objectives. Please support your answer with concrete data.</p>	<p>10 marks approach 10 marks results</p>
	Process management	<p>How have you employed the process approach in a coherent system in order to achieve your objectives? How are processes proactively managed to ensure that they are effective, efficient and monitored? Please support your answer with concrete data.</p>	<p>10 marks approach 10 marks results</p>
	Resource management	<p>How have you determined and managed the resources* needed to achieve the organisation's strategic objectives? Explain how you considered the associated risks and opportunities and their potential effects. *Examples of key resources include:</p> <ul style="list-style-type: none"> <li>a) financial resources</li> <li>b) people</li> <li>c) organisational knowledge</li> <li>d) technology</li> <li>e) infrastructure, such as equipment, facilities, energy and utilities</li> <li>f) the environment for the organisation's processes</li> <li>g) the materials needed for the provision of products and services</li> <li>h) information</li> <li>i) resources provided externally, including subsidiaries and partnerships</li> <li>j) natural resources</li> </ul> <p>Please support your answer with concrete data.</p>	<p>10 marks approach 10 marks results</p>



Award category	Criteria	What you should cover in 1,500 words per category and six supporting PowerPoint slides	Marking scheme
	Analysis and evaluation of an organisation's performance	How have you established a systematic approach to collect, analyse and review available information and used this information to update your context, policies, strategy and objectives as needed? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
	Improvement, learning and innovation	How have you implemented improvement, learning and innovation within the organisation's culture and processes across all levels? <i>Please support your answer with concrete data.</i>	10 marks approach 10 marks results
<b>Winner 2018: Hiab AB, Sweden</b>			
<b>Improvement System</b>	Context	<b>Approach:</b> How do you determine the need for improvement in your organisation, business area, team or project (OBTP)? <b>Results:</b> What evidence do you have that your approach is effective?	10 marks approach 10 marks results
	Analysis	<b>Approach:</b> How do you use data about problems, opportunities and process performance to determine what improvements to make? <b>Results:</b> What evidence do you have that your approach is effective?	10 marks approach 10 marks results
	Delivery	<b>Approach:</b> How do the processes in your system make the improvements happen? <b>Results:</b> What evidence do you have that your approach is effective?	10 marks approach 10 marks results
	Learning	<b>Approach:</b> How do you learn from the improvements you deliver and how do you apply this learning to your improvement system? <b>Results:</b> What evidence do you have that you have applied learning that has resulted in additional benefits for your system and OBTP?	10 marks approach 10 marks results
	Assurance	<b>Approach:</b> How do you sustain the improvements that have been delivered in your OBTP? <b>Results:</b> What evidence do you have that improvements are sustained over the longer term?	10 marks approach 10 marks results

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# TERMS & CONDITIONS FOR APPLICANTS

These terms and conditions are between the Chartered Quality Institute (“the CQI”), a registered charity in England and Wales (charity no. 259678), and each Applicant for one or more awards that may be announced at the 2019 CQI International Quality Awards (“the Awards”). The Awards Process is set by the CQI Executive Director of Policy (“the EDP”). The EDP assembles one or more Judging Panels that decide the finalists and winners of each award through a Judging Process that is part of the overall Awards Process.

## Applications

The Applicant may make one or more applications for the Awards across the available categories. Where an Applicant submits more than one application for a category of Award, only the latest submission before the final deadline for submitting applications for that category of Award will be considered by a Judging Panel. The Applicant agrees to comply with all rules set by the EDP regarding the Applicant’s entry for the Awards. The Applicant agrees that failure to comply with any relevant rule may lead to disqualification of the Applicant’s entry to the Awards. For example, the Applicant understands that failure to evidence a current, fully-paid CQI membership or IRCA certification, for awards categories that are restricted to members will result in the disqualification of the Applicant from those awards. Applicants will be disqualified from receiving any Award that is sponsored by their employers. The Applicant warrants that the work submitted by the Applicant for consideration in the Awards is the work of the Applicant. The Applicant agrees to procure, from the Applicant’s employers or former employers, any permission that may be needed to submit an application, before that application is submitted.

## The Judging Process

The Applicant understands that the Judging Panel will only consider the first 1,500 words of any entry for the Awards, and the first six PowerPoint-compatible slides. Text or slides over this limit will not be provided to the Judging Panels or otherwise considered. No other information will be considered during the Judging Process unless it is otherwise specifically required by the award category in question. The Applicant understands that decisions of a Judging Panel with respect to the merit of an application are final and non-judiciable. Complaints with respect to the Judging Process may be submitted to the EDP, who will establish any parameters for the investigation of such complaints. The Applicant agrees that the decision of the EDP is determinative in the case of a complaint regarding any aspect of the Judging Process. There is no process of reconsideration or appeal from the final decision of the EDP. The CQI may take any measures in response

to a complaint that it deems necessary, at its sole discretion, to preserve the integrity or the reputation of the Awards. In particular, the CQI has the right to terminate this Agreement at any time. For example, the CQI may terminate this Agreement if an Applicant is linked in any way, directly or indirectly, to any situation that could bring the CQI or the Awards into disrepute. There is no process of reconsideration, appeal or arbitration from the decision of the CQI to terminate this Agreement, and the Applicant agrees that any such decision of the CQI is determinative.

The Judging Process commences on the date specified by the EDP and ends 90 days after the conclusion of the Awards Ceremony, unless a complaint is received that implicates the Judging Process. If a complaint is received that implicates the Judging Process, the Judging Process does not end until that complaint has been addressed and resolved by the CQI. The CQI warrant that they will endeavour to ensure that each of the categories of the Awards receives sufficient entries of good quality to allow a shortlist to be created and a winner to be selected. However, if this is not the case upon review of the entries, the CQI reserves the right to withdraw any category from the Awards. This means that judging may be curtailed at any stage of the Awards Process, and/or there may be no winner announced at the Awards Ceremony. In such circumstances, the CQI will inform all Applicants for that category of Award as soon as it is practical to do so.

## Case Studies

The CQI may process the personal data of any Applicant who is designated a finalist or a winner in any category of Award – including but not limited to data concerning competence, experience and achievement that were submitted in the relevant application – to create one or more Case Studies. If a Case Study is to be published, the CQI will provide to the Applicant an opportunity to review the Case Study for accuracy of the material before publication. The CQI agrees not to publish personal data of a sensitive nature without the approval of the Applicant. The Applicant agrees to procure, from their employers

or other third parties implicated in a Case Study, any necessary approvals for publication.

## Personal Data Processing

The CQI warrant that they will process all personal data of the Applicant in line with their obligations under the General Data Protection Regulation (“GDPR”). The personal data of the Applicant will be securely held at all times. The CQI requires from the Applicant only such personal data as is necessary for the objectives of the Judging Process to be met. The Applicant has a right of access to these data under the GDPR that may be exercised by submission of a corresponding request to the EDP. The Applicant understands that the CQI may include the Applicant’s name, job title and employer in information that may be published about the Awards, including but not limited to publications about the award process, the finalists and the winners of Awards. The CQI agrees not to publish any personal data about Applicants who are neither finalists nor winners of Awards. The personal data of the Applicant will be held until the conclusion of the Judging Process. These data will be securely disposed of when the Judging Process concludes, with the following exceptions:

- a. if the Applicant is a finalist or winner, the Applicant’s name, job title and employer; and
- b. any personal data that are included in publications to which the Applicant consented

The personal data in exceptions (a) and (b) are the minimum needed to document the Awards and will be kept in perpetuity.

All personal data of the Applicant will be removed from the applications, and from the corresponding forms or notes about the applications that are written during the Judging Process, within one (1) month of the completion of the Judging Process. The anonymised data will be kept in perpetuity to allow the CQI to learn from and improve the Judging Process, the creation of Case Studies, and future iterations of the CQI International Quality Awards. The Applicant will have no right of access to data that are anonymised in this way.

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## Contact

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