

Event programme



Competitiveness

9:45 **Plenary session***: Making Quality a Strategic Tool

10:30 **Breakout sessions:**
1. What next for ISO 9001?
2. The Complex Business of Risk and Assurance
3. Contextualising Quality*

People

11:40 **Plenary session***: Enabling Quality in a Context of Change

12:10 **Breakout sessions:**
4. Leading Quality Culture
5. Professionalising the Quality Function
6. The Quality Manager is Dead - Long Live the Robot!*

Innovation

14:00 **Breakout sessions:**
7. The Future of Assurance - Are You Ready?
8. Quality, Agility, Innovation*

The International Quality Awards

| | | |
|-------|---------------------------|---|
| 15:05 | Emerging Talent | Outstanding Contribution to Quality Management Practice |
| | Digital Innovation | Quality Professional of the Year |
| | Sustainability Impact | Quality Team of the Year |
| | CQI Volunteer of the Year | Quality Organisation of the Year |

* Session will be live-streamed for virtual ticket holders

** All times are BST. Timings are approximate and may vary slightly when the final timetable is released.

Plenary session: Making Quality a Strategic Tool*

Today, private and public sector organisations must deliver superior products and services more innovatively and economically than ever. This session will examine the drivers for competitiveness and productivity, and the extent to which quality management can be a strategic tool to improve customer value and organisational performance.

Panel: Colin Hart, Competitiveness Programme Director at ADS, Clifford Smith, Executive Director at GIRI - more speakers to be announced shortly

Attendees can choose one of the following breakout sessions;

1. What next for ISO 9001?

ISO 9001 has been a core standard for the the management of quality, supporting organisational capability to deliver quality products and services. This session will outline the emergent drivers for change for the standard, and the factors that may need to be addressed in the standard's application through the wider ecosystem.

Alexander Woods, Policy Manager at Chartered Quality Institute
More speakers to be announced shortly

2. The Complex Business of Risk and Assurance

The combination of strategic, operational and compliance issues require organisations to build resilience while innovating sustainable, safe and secure new products, services and business models. Within this, there are a number of professions and functions helping organisations through assurance systems, reporting on operational risk and driving improvement. This session examines the extent to which these functions and systems work effectively together, and explores opportunities for better collaboration.

Martin Baxter, Director of Policy and External Affairs at IEMA
Howard Cooper, Specialist Director - Nuclear Quality at Jacobs
More speakers to be announced shortly

3. Contextualising Quality*

Every organisation is different. There is no one-size-fits-all playbook for managing quality or excellence. This session will consider how quality professionals and functions align quality management to respond to the strategic context of their organisations and support people at all levels.

Tony Blanch, Quality & Business Improvement Director at Network Rail
Martin Rodgers, Director of Quality Management at Inmarsat

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Plenary session: Enabling Quality in a Context of Change*

The quality profession operates in a context of much change and huge opportunity. Some of these external shifts in areas, such as technology, requires new knowledge and skills, and new ways of managing quality. . At the same time, the role of the quality professional in enabling the value chain to improve performance means that our leadership competences will become ever more important. During this session CQI Head of Profession, Mike Turner, will set the context for these changes and how these have been captured in the CQI's new Profession Map.

Attendees can choose one of the following breakout sessions;

4. Leading Quality Culture

Quality products and services are delivered by people working across the end-to-end value chain. This session will examine how large and small organisations can nurture the behaviours that drive both value for customers, and performance improvement for the organisation.

Jade Wilcox, Managing Director at Wilcox Limousines
More speakers to be announced shortly

5. Professionalising the Quality Function

According to CQI research in 2022, 67% of employers struggle to attract and retain talent into quality professional roles. This session will explore how employers are positioning the quality function and profession as an attractive professional option, and providing career progression and development to keep quality teams relevant and up to date.

Angélique Macrez, Consulting Partner at Catalyst Consulting
Amanda McKay, Director of Quality at AWE
Alan Ovens, Head of Quality at Leonardo
Judith Ward, Program Director (Quality) at Mott MacDonald

6. The Quality Manager is Dead: Long Live the Robot!*

Automation is being positioned to lift productivity and revolutionise operating models, requiring many people to change occupation or upgrade skills. The quality profession will be part of this shift which will offer new opportunities but also drive the need to adapt. This session will examine the potential impact on quality roles, what skills and knowledge will become key in the future, and how quality professionals should be responding.

Greg Hutchins, Principal Engineer at Quality + Engineering
Evi Viza, Programme Leader MSc Quality Management at University of the West of Scotland
Victoria Yates, Head of Transformation and Change at Mabey Hire

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Attendees can choose one of the following breakout sessions;

7. The Future of Assurance: Are You Ready?

The CQI's latest research project set out to understand the impact of technology on assurance practice and how technology itself is being assured. In this session, Professor John Oakland will outline key findings from this research, the considerable opportunities for quality professionals, and the CQI's new framework for organisational assurance.

John Oakland, Chairman of The Oakland Group
William Rankin, Senior Operational Quality Lead at Inmarsat

8. Quality, Agility, Innovation*

Many organisations are seeking to innovate business models, processes, products and services at pace. This requires new cultures and capabilities which create the environment for innovation and agility while delivering the desired quality outcomes for customers and stakeholders. During this session, a panel of experts will explore the positive links between business agility, innovation capabilities, and quality management.

Martin Brenig-Jones, Executive Chair at Catalyst Consulting
Peter Coesmans, Chief Agility Officer at Agile Business Consortium
Alaa Garad, Director of Academic Programmes at Alm College Dundee

The International Quality Awards 2023*

The awards will be presented in the following running order:

- Emerging Talent
- Digital Innovation
- Sustainability Impact
- CQI Volunteer of the Year
- Outstanding Contribution to Quality Management Practice
- Quality Professional of the Year
- Quality Team of the Year
- Quality Organisation of the Year

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