

What about a Career in Quality?

THE QUALITY PROFESSIONAL

Quality professionals work in all industries and all sectors, and they come in many guises. Some are generalists, some are specialists.

Many will have titles like quality manager, quality engineer, quality director or assurance manager, while others deal with quality as part of a broader remit.

Some are concerned with the delivery of products and services, while some are part of the leadership of an organisation. Some are employed in-house, while others work outside the organisations they deal with. It's a broad church.

What unites quality professionals is their dedication to protecting and strengthening their organisations by making sure that stakeholders' needs are met – and ideally, that their expectations are exceeded.



ROUTES INTO QUALITY

There are many routes into a career in quality and many paths to follow. Traditionally, a lot of people moved into quality having started out in areas such as engineering or health and safety.

But today's quality profession attracts highly skilled practitioners at the start of their careers too. For this new generation, the appeal of a career in quality is the chance to work at improving all aspects of a business.

The CQI's training portfolio can help you take those first steps in acquiring the right skills and knowledge, and CQI membership is here to support you along every step of your career journey.



WHY?

Take organisations from good to great

Move from sector to sector

Find out what makes organisations tick (or stop ticking)

Become a respected expert

Set up your own business



“A career in quality means working to make organisations better.”

THE QUALITY PROFESSIONAL

Everyone in an organisation is responsible for quality – from the CEO to the intern. But not everyone can be a quality expert. It's important to have people who can provide the knowledge, tools and guidance to help everyone else play their part in pursuing excellence.

These people are called quality professionals. Their job is to make sure organisations deliver.

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To put quality at the heart of their organisations, quality professionals focus on three specific areas, or competencies:

Strong governance: This starts with top management expressing a commitment to quality. Effective governance means making sure that the aims of management are crystal clear, that they reflect the requirements of stakeholders, and that the right people, policies and processes are in place to turn them into action.

Proper assurance: This ensures that the policies and priorities that have been decided on are being carried out properly, and that whatever is being produced – whether it's a product, service, or project – is meeting stakeholders' needs.

A culture of improvement: This means continually evaluating the organisation's performance to improve efficiency, eliminate waste, reduce risk, respond to changes and create new opportunities.

These three things are at the heart of the CQI's unique Competency Framework, which we developed to define the abilities that every successful quality professional needs. The Competency Framework can help you plan and progress your career, and can help employers to give the best support to their staff.

QUALITY PROFESSIONALS ARE RECOGNIZED AS...

Agents for change: transforming processes, behaviour and culture

Guardians: protecting the business by identifying appropriate standards for business performance and assuring that they are met

Collaborators: working closely with leaders and managers

Leaders: creating, managing and improving the organisation's business process systems

Progressive: understanding the realities of managing organisations in dynamic environments

Holistic: looking across business functions and hierarchies to advocate a broad process and customer-centric view of the organisation

Professional: qualified by our professional institute, the CQI, and bound by a rigorous code of conduct.

WHAT DO WE DO?



CQI



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