

## Timeline Highlights

2013

Employed as a Document Controller

2014

Promoted to Contracts Audit Manager

2015

Created a new Quality Management System

2016

Achieved ISO 9001:2015 certification

2017

Won CQI International Emerging Talent Award

2018

Achieved Chartered Member Status with the CQI

2018

Employed at PlusNet as Quality and Business Continuity Manager

Audits Management Civil Engineering Process CQI Improvement  
Culture Risk Manager Quality Excellence PlusNet

As I enter a new path in my career, I have taken this opportunity to reflect on my journey so far.

Without a doubt, it has been the most challenging yet rewarding career which I never saw coming. I started working at a young age in a male dominating industry. This has moulded me as an individual and made me head strong and encouraged me to grow up fast.

Working in such a specialist sector of civil engineering, I have learnt a lot. Mainly that not one size fits all. When I have been auditing different contracts and the system, I have come to realise that a lot of the time, we can't just have a "you must do this" system. There must be a degree of flexibility. I believe sometimes as Quality Professionals, we get so wrapped up in the paper pushing and "this is what our system and the standard requires" we forget the true meaning and the purpose of the Quality System. To reduce waste and keep our clients happy. Does it really matter if someone hasn't put a date on some meeting minutes? In the same breath, there are things, as an auditor, and quality professional I feel passionately about. For example competence. When I have audited contracts, I have always ensured that our deliverables are being issued signed off by competent staff. This ties nicely in with the point about keeping our client happy. If the staff member is competent- the risk of the deliverable being wrong is mitigated significantly. After all, the 2015 standard is making us heavily think about risk!

As mentioned early, I have decided to take a new path in my career. Moving from a civil engineering design house to a much larger organisation, dealing with telecommunications. The scope of my role has also shifted slightly to include Quality and Business Continuity. This is a big change and one I know will be challenging. But who doesn't love to be challenged? Isn't that the great thing about being a Quality Professional? Learning the key skills and adapting it to any business. As far as I can think, there isn't another career that offers that level of diversity!



### Charlotte Laverty

#### Role:

Quality and Business Continuity Manager

#### Grade:

Chartered Member

#### Industry:

Telecommunications

#### Education:

- NVQ
- Career
- Lead Auditor
- Quality Manager
- Internal Auditor

## Tag Cloud

## CAREER TREE LEAF