

Quality Mastery by Workplace agreement

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David Hutchins International Quality College
Visiting Fellow Kingston University**

- **The objective**

- > **To provide state of the art skills based education and training for the next generation of Leaders in the Quality profession.**
- > **To enable students effectively to make the intellectual link between the theory of the quality sciences and disciplines and their application in Industry**
- > **To meet the needs of industry and commerce for highly qualified quality professionals capable of meeting the increasingly complex demands of competitive industrial life**

- **Core Resources**

John Forgan

Director of Work Based Learning Kingston University London
Experience of having developed similar programmes for related disciplines

David Hutchins

Visiting Fellow 4 decades of hands on experience implementing bespoke Corporation wide Business Management Programmes with major organisations across most business sectors and over 40 countries

- **The journey – step 1**

The route to the development of the Masters Degree began with first of all David Hutchins being commissioned by the CQI to completely rewrite its entire qualifications programme from a blank sheet of paper.

- **The journey - Step 2**

Why? Several reasons

1. The CQI had recently been granted Chartered status by the UK Privy Council but with caveats. One of these was that its existing qualifications structure was regarded to be inadequate.
2. It was thought necessary by the CQI for the Qualifications to be approved by the Governmental body OfQual which was concerned with adult education.
3. The existing qualifications were not popular with Industry therefore very few students were enrolling for its courses.

- **The journey - Step 3**

1. **Research into the education and training need of industry**
2. **Design and development of the Chartered Quality Institute Level 3 and Level 5 suite of courses leading to the status of 'Chartered Quality Professional' approved and launched in 2010**
3. **Administration of these courses for over 150 students.**

Recognition of the need for higher level Qualifications for Corporate Quality Professionals at least to Level 7 Master's Degree

‘why was Industry not creating the demand’?

To obtain the answer an in depth study was made in several organisations notably but not exclusively:

Society of Motor Manufacturers and Traders

Society of British Aerospace Companies

Various sources in the Pharmaceutical Industry

The Ministry of Defence

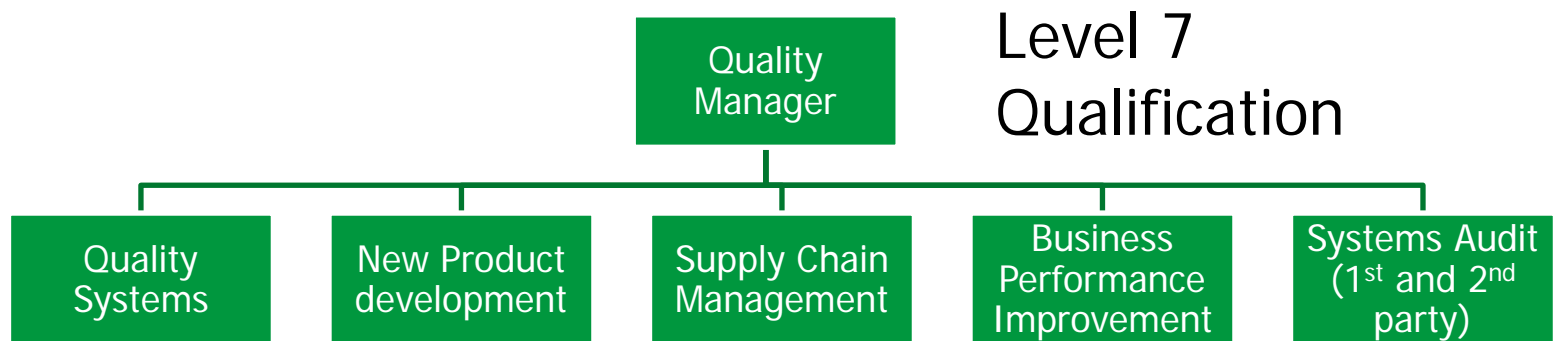
Members of various CQI local Branches

A major British High Performance Motor Manufacturer

The result

(Medium to large organisations)

In general the majority of respondents suggested that for all practical purposes, the Quality Function could be grouped into the following 5 sub functions



Level 5/6 Qualification

Workforce require a general understanding of Quality principles

Level 3 Qualification

The Project... the specification must -

1. Comply with OfQual QCF (Qualifications Credit Framework – I believe now scrapped)
2. Be of Modular design – each Unit 3 to 5 Credits
3. Mixture of Examined Units and Assignments
4. Meet needs of industry generally
5. Courses must be generic and not industry specific
6. Comply with the non generic features in the CQI Body of Knowledge

Level 3 Certificate in Quality Management

- **U301 People in Quality**
- **U302 Management System Models**
- **U303 Monitoring and Measuring for Quality**
- **U304 Quality management**
- **U305 Using Quality to Improve Business performance**
- **U306 Management Systems Audit** →

Note! Whilst the 5 Units in the Level 3 Certificate have the same names as the first 5 Units in the Diploma and also with similar looking course content the level 3 Certificate does not give any exemptions from the Level 5 Units

Level 5 Diploma in Quality Management

- **U501 People in Quality**
- **U502 Management System Models**
- **U503 Monitoring and Measuring for Quality**
- **U504 Quality management**
- **U505 Using Quality to Improve Business performance**
- **U506 Management Systems Audit**
- **U507 Quality Related Legislation and regulation**
- **U508 Quality Planning in the Product Life Cycle**
- **U509 Quality Assurance**
- **U510 Quality Control**
- **U511 Quality in the supply chain**
- **U512 Business research**

First reactions:

- Increasingly large employers are seeking CQI Level 5 business wide staff development programmes.
- The number of colleges offering the new qualifications has increased by over 100%
- Employers like the fact that the Units with assignments are work related and in the case of Unit 505 in particular students are solving substantial work related problems during the course
- Testimonials from students reinforce the view that the new Units are effective.

The Master's Degree

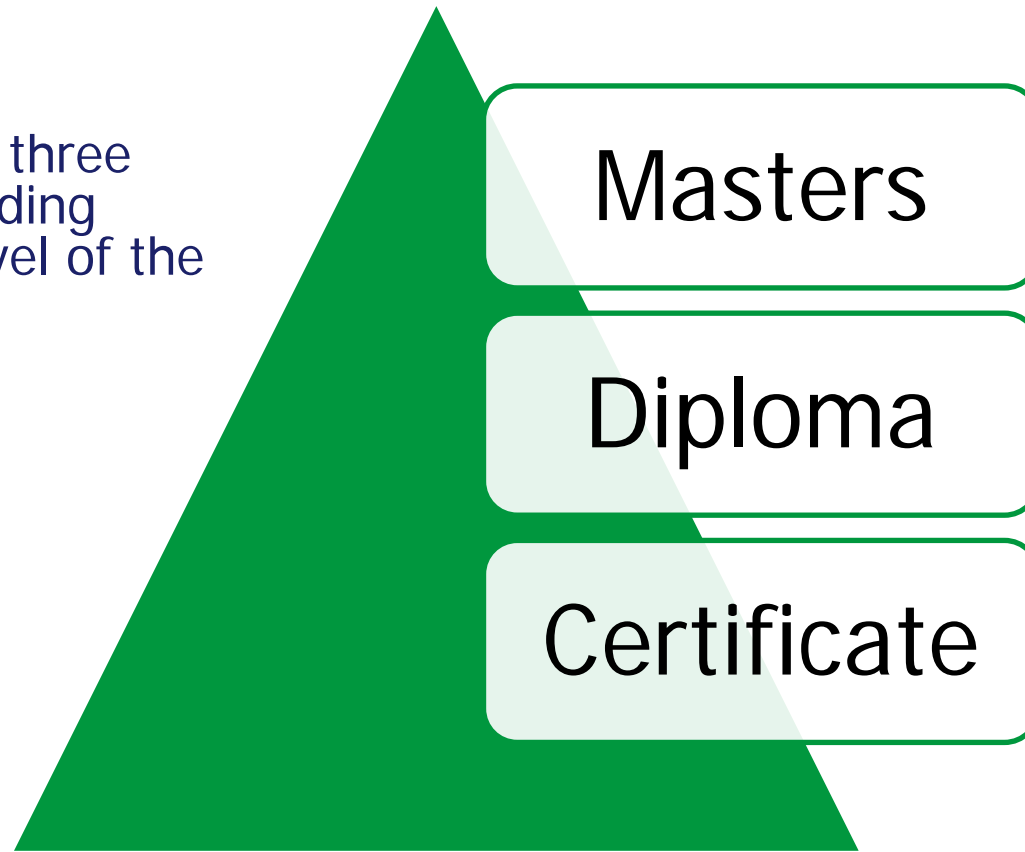
The fundamental design of the Degree is to build on the Units contained in the Level 5 Diploma Qualification and take it to the higher level.

Currently the Diploma is at level 5 but a Master's Degree requires Level 6 entry therefore a gap!

This gap can be overcome with a different Level 6 Qualification for example a Bachelor's Degree which many students have anyway or appropriate industrial experience.

Structure

The degree comprises three years work depending upon the entry level of the student.



Structure

1 Credit = approximately 10 hours of study and practice
about 1.5 days a week



Masters 60 credits – 1 overarching Assignment

Diploma 60 credits – 4 Work related
Assignments

Certificate 60 credits – 4 Work related
Assignments

The Master's Degree

A substantial qualification



Overall aims, expectations and content to meet the needs of 1. The Employer, 2 the Student and 3. The University

Needs of the Employer

What do we want as a consequence of the time spent by the student and from our sponsorship?

Business performance Improvement – specific tangible goals for example cost reduction, improved competitiveness.

Career development for the participants

The Master's Degree

Needs of the students



Career development, sense of achievement,
improved effectiveness, solid transferable
qualification

The Master's Degree

Requirements of the University



Academic rigour of each stage of the qualification, successful students, enhanced reputation in industry

The Master's Degree

Requirements of the University



Ideally organisations will enrol teams of students. Past experience indicates that this is very effective.

Upon completion of the executive practical quality leadership programme the student will have developed the essential skills required to



Evaluate quality systems



Improve the organisational quality effectiveness



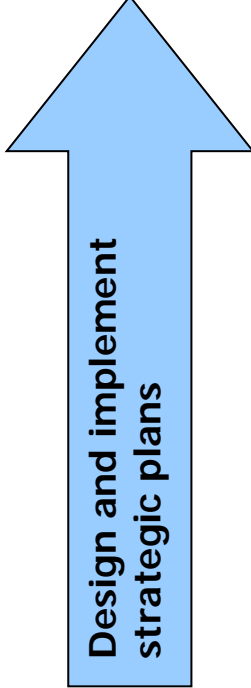
Maximize efficiency



Transform the organisation



Effectively analyse the business



Design and implement strategic plans

TYPICAL LEARNING FRAMEWORK

ANALYSE

Analyse the organisation in the context of current quality and strategic theory and demonstrate application of core theoretical and analysis frameworks. Identify an initial implementation plan to improve key quality aspects of the organisation.

DEVELOP

Further develop understanding of the quality issues, consider the effects of advanced quality topics on future quality and business strategy. Consider aspects of business planning, project management and change and transition management.

IMPLEMENT

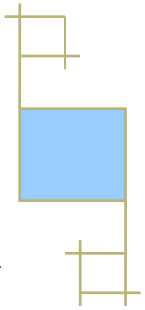
Implement and evaluate a Strategic Quality Implementation project at the place of work. Projects could be the implementation of:

- a new Business Strategy (Hoshin Kanri)
- a new operations management system
- a Quality Framework
- a Human Resource Management strategy
- an Information Management System

The Kingston Standard

All tutors and supervisors delivering Kingston University programmes and awards have successfully completed a thorough validation process, proving their competence to deliver world class subject knowledge

All tutors have also demonstrated the ability to adopt leading edge training and techniques ensuring they not only deliver the best content but also train in the most powerful way possible. This unique combination ensures our programme members receive the best training to world class standards.



Thank you for listening. I hope you found it interesting.

I can be contacted on

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Web site completely relaunched today!

www.hutchins.co.uk