



Quality Specialist Group



Quality Management Institute (QMI) & BCS Quality SG Professional Development IT Quality Manager (ITQM) Certification

Schedule - Cohort 1 (July 2023 – February 2024)

Facilitators:

Larry Kennedy, PhD, CEO of Quality Management Institute

Raid AlQaisi, PhD, Chair of BCS Quality SG

Margaret Ross, Emeritus Professor, Vice-Chair BCS Quality SG

Kim Stansfield, Retired Associate Professor and Principal Teaching Fellow, University of Warwick

For enquiries or TO REGISTER: Email bc_quality@bcs.org.uk with your completed application form.

Course Infrastructure:

Self-study on online learning portal (videos, reading, and tests).

Main form of course communication via email.

Optional, but highly recommended, Zoom group discussion session every fortnight (See cohort schedule on the next page).



Date	Activity
<p><i>Independent Learning Activities</i> Time: 30 minutes</p>	<p><i>Getting Started</i></p> <ul style="list-style-type: none"> ● Quality Manager Series Introduction (Video): 6 min ● Getting Started -- Larry Kennedy (Video): 3 min ● Syllabus for Certified Quality Manager Part 1: QM Leadership Essentials (Reading): 10 min
<p>Session 1: 27th July 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Welcome, Introductions, Expectations</i> ● <i>Curriculum Overview and Certification Requirements</i> ● <i>Introduction to Part 1, Module 1: Zero Defects Attitude</i> ● <i>Q and A</i>
<p><i>Independent Learning Activities</i> Time: 6-8 hours</p>	<p><i>Part 1: Creating a High-Performing QM Work Culture</i> <i>Module 1: The Zero Defects Attitude</i></p> <ul style="list-style-type: none"> ● Lesson 1.1 -- Introduction to the Zero Defects Attitude <ul style="list-style-type: none"> ○ Video: 18 min ● Lesson 1.2 -- Quality Management and Leadership <ul style="list-style-type: none"> ○ Reading: 4 pages ○ Video: 9 min + exam ○ Video: 5 min + exam ● Lesson 1.3 -- Quality Management Methods <ul style="list-style-type: none"> ○ Reading: 18 pages ○ Video: 13 min + exam ● Lesson 1.4 -- Quality Management Values <ul style="list-style-type: none"> ○ Reading: 19 pages ○ Video: 13 min + exam ● Lesson 1.5 -- Quality Management and Reasonable Discussions <ul style="list-style-type: none"> ○ Video: 10 min + exam ○ Video: 12 min + exam ● Lesson 1.6 -- Quality Management and Profitability <ul style="list-style-type: none"> ○ Reading: 4 pages ○ Video: 9 min + exam ○ Video: 6 min + exam ● Graded Exam



<p>Session 2: 10th August 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 1</i> ● <i>Q and A with Application</i> ● <i>Introduction to Part 1, Module 2</i>
<p><i>Independent Learning Activities</i> <i>Time: 4-6 hours</i></p>	<p><i>Part 1: Creating a High-Performing QM Work Culture</i> <i>Module 2: Vocational Certainty</i></p> <ul style="list-style-type: none"> ● Lesson 2.1 -- Introduction to Vocational Certainty <ul style="list-style-type: none"> ○ Video: 25 min ● Lesson 2.2 -- Make Sure of Your Calling and Vision (2 parts) <ul style="list-style-type: none"> ○ Reading: 15 pages ○ Video: 8 min + exam ○ Reading: 22 pages ○ Video: 8 min + exam ● Lesson 2.3 -- Commitment to Personal Excellence <ul style="list-style-type: none"> ○ Video: 11 min + exam ● Lesson 2.4 -- Press Towards Continuous Improvement <ul style="list-style-type: none"> ○ Reading: 19 pages ○ Video: 23 min + exam ● Lesson 2.5 -- Measure Your Performance Accurately <ul style="list-style-type: none"> ○ Video: 13 min + exam ● Graded Exam
<p>Session 3: 24th August 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 2</i> ● <i>Q and A with Application</i> ● <i>Introduction to Module 6</i>
<p><i>Independent Learning Activities</i> <i>Time: 5-6 hours</i></p>	<p><i>Part 1: Creating a High-Performing QM Work Culture</i> <i>Module 6: Personal Authenticity</i></p> <ul style="list-style-type: none"> ● Lesson 6.1 -- Introduction <ul style="list-style-type: none"> ○ Video: 16 min ● Lesson 6.2 -- Embrace the Obligations of Leadership <ul style="list-style-type: none"> ○ Reading: 12 pages ○ Video: 24 min + exam ● Lesson 6.3 -- Be Diligent to Make Good Decisions (2 parts) <ul style="list-style-type: none"> ○ Video: 24 min + exam ○ Video: 11 min + exam ○ Video: 5 min + exam ● Lesson 6.4 -- Subject Yourself to Reality Checks <ul style="list-style-type: none"> ○ Video: 19 min + exam ● Graded Exam



<p>Session 4: 7th September 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 6</i> ● <i>Q and A with Application</i> ● <i>Introduction to Module 7</i>
<p><i>Independent Learning Activities</i> <i>Time: 3-4 hours</i></p>	<p><i>Part 1 -- Creating a High-Performing QM Work Culture</i> <i>Module 7: Ethical Dependability</i></p> <ul style="list-style-type: none"> ● Lesson 7.1 -- Introduction <ul style="list-style-type: none"> ○ Video: 14 min ● Lesson 7.2 -- Communicate with Intellectual Integrity <ul style="list-style-type: none"> ○ Reading: 12 pages ○ Video: 20 min + exam ● Lesson 7.3 -- Demonstrate Task Faithfulness <ul style="list-style-type: none"> ○ Video: 16 min + exam ● Lesson 7.4 -- Acquire a Disciplined and Prudent Life <ul style="list-style-type: none"> ○ Reading: 20 pages ○ Video: 11 min + exam ● Graded Exam
<p>Session 5: 21st September 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 7 & Reflections on Part 1 -- implications for systems engineering profession</i> ● <i>Q and A with Application</i> ● <i>Introduction to Part 2: Risk-Based QM and Process Monitoring Competencies</i>
<p><i>Independent Learning Activities</i> <i>Time: 5-6 hours</i></p>	<p><i>Part 2 -- Risk-Based QM and Process Monitoring Competencies</i> <i>Module 3: Process Quality and WPA Introduction (Steps 1 and 2)</i></p> <ul style="list-style-type: none"> ● Lesson 3.1: Introduction <ul style="list-style-type: none"> ○ Video: 17 min ● Lesson 3.2 -- Organize Ideas into Work Processes <ul style="list-style-type: none"> ○ Reading: 4 pages ○ Reading: 18 pages ○ Video: 10 min + exam ● Lesson 3.2 -- WPA Step 1 <ul style="list-style-type: none"> ○ Reading: 17 pages ○ Video: 28 min + exam ○ Video: 8 min ● Lesson 3.2 -- WPA Step 2 <ul style="list-style-type: none"> ○ Video: 21 min + exam ● Graded Exam



<p>Session 6: 5th October 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 3 -- WPA Steps 1 and 2</i> ● <i>Q and A with Application</i> ● <i>Introduction to Module 3: WPA Steps 3 - 5</i>
<p><i>Independent Learning Activities</i> <i>Time: 3-4 hours</i></p>	<p><i>Part 2 -- Risk-Based QM and Process Monitoring Competencies</i> <i>Module 3: Process Quality and WPA Introduction (Steps 3 - 5)</i></p> <ul style="list-style-type: none"> ● Lesson 3.3 -- WPA Step 3 <ul style="list-style-type: none"> ○ Video: 27 min + exam ○ Video: 8 min + exam ● Lesson 3.4 -- WPA Step 4 <ul style="list-style-type: none"> ○ Video: 19 min + exam ● Lesson 3.5 -- WPA Step 5 <ul style="list-style-type: none"> ○ Video 7.5 min + exam ● Graded Exam
<p>Session 7: 19th October 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 3 -- WPA Steps 3 - 5</i> ● <i>Q and A with Application</i> ● <i>Review of Project Demonstrating Excellence (PDE) requirements and schedule</i> ● <i>Introduction to Module 4: Administrative Consistency</i>
<p><i>Independent Learning Activities</i> <i>Time: 6-8 hours</i></p>	<p><i>Part 2 -- Risk-Based QM and Process Monitoring Competencies</i> <i>Module 4: Administrative Consistency</i></p> <ul style="list-style-type: none"> ● Lesson 4.1: Introduction <ul style="list-style-type: none"> ○ Video: 1 min ○ Reading: 12 pages ○ Reading: 22 pages ○ Video: 20 min + exam ● Lesson 4.2: Establish Effective Communications <ul style="list-style-type: none"> ○ Video: 20 min + exam ● Lesson 4.3: Perform Each Task with Due Diligence <ul style="list-style-type: none"> ○ Video 24 min + exam ○ Video: 5 min + exam ● Lesson 4.4: Monitor Every Process for Defects <ul style="list-style-type: none"> ○ Video: 20 min + exam ○ Video: 12 min + exam ● Lesson 4.5: Master the Art of Delegating Responsibility <ul style="list-style-type: none"> ○ Video: 23 min + exam ● Lesson 4.6: Managing Time and Information Wisely <ul style="list-style-type: none"> ○ Video: 25 min + exam ● Graded Exam



<p>Session 8: 2nd November 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session:</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 4</i> ● <i>Q and A with Application</i> ● <i>Introduction to Module 5: Executive Credibility and Module 8: Creating a QM-KTP Work Culture</i>
<p><i>Independent Learning Activities</i> <i>Time: 4-6 hours</i></p>	<p><i>Part 2 -- Risk-Based QM and Process Monitoring Competencies</i> <i>Module 5: Executive Credibility</i></p> <ul style="list-style-type: none"> ● Lesson 5.1: Introduction <ul style="list-style-type: none"> ○ Video: 1.5 min ○ Reading: 12 pages ● Lesson 5.2: Hold People Reasonably Accountable <ul style="list-style-type: none"> ○ Video: 15 min + exam ● Lesson 5.3: Remain Honorable Under Pressure <ul style="list-style-type: none"> ○ Video: 17 min + exam ● Lesson 5.4: Discern and Pursue the Just Cause <ul style="list-style-type: none"> ○ Video: 15 min + exam ● Lesson 5.5: Care About People <ul style="list-style-type: none"> ○ Video: 11 min + exam ● Graded Exam <p><i>Module 8: Creating a Quality Management - Keeping the Promise Work Culture</i></p> <ul style="list-style-type: none"> ● Lesson 8.1: Introduction <ul style="list-style-type: none"> ○ Video: 1.5 min ○ Reading: 5 pages ○ Reading: 16 pages ● Lesson 8.2: A MAP for Revitalizing Your Work Culture <ul style="list-style-type: none"> ○ Video: 19 min + exam ● Graded Exam
<p>Session 9: 16th November 2023 19:00-20:00 UK 14:00-15:00 ET</p>	<p><i>Team Session</i></p> <ul style="list-style-type: none"> ● <i>Review of Module 5 and 8</i> ● <i>Q and A + cohort reflections</i> ● <i>Project Demonstrating Excellence -- expectations and schedule</i> ● <i>Sharing your PDE</i>
<p><i>Independent Learning Activities</i> <i>Time: 3 months</i></p>	<p><i>Project Demonstrating Excellence</i></p> <ul style="list-style-type: none"> ● <i>Work Process Analysis -- independent project work</i> ● <i>PDE Instructions found here in course modules: Part 2 -- Risk-Based QM and Process Monitoring Competencies / Admin-Library Course Resources / 4. Graded Project Demonstrating Excellence</i>



PDE Development Due Dates

Date	Deliverable
30 th November 2023	Step 1 drafted, including initial high-level full process, errors and KPIs drafted.
14 th November 2023	Research for Step 2 complete; process, errors and KPIs refined with relevant team/s and research field notes maintained.
4 th January 2024	Costs calculated for Step 3; supporting research documents maintained.
18 th January 2024	Course of action determined for Step 4; field notes maintained Update resume if needed
25 th January 2024	Process implemented for Step 5; field notes and supporting documents maintained.
8 th January 2024	Executive Summary written KPIs and errors identified and described All supporting documents collected into a PDF
PDE DUE 22 nd February 2024	All documentation sent to QMI -- including your name and QMI userID -- to support@QMnation.com using the following file names: <ul style="list-style-type: none"> ● PDE1 ExecSummary-YourLastName-YourFirstName-YourUserID ● PDE2 SupportingDocs-YourLastName-YourFirstName-YourUserID ● PDE3 CV-Resume-YourLastName-YourFirstName-YourUserID
	Presentations: <ul style="list-style-type: none"> ● To QSG full meeting session