

**Cohort-based Professional Development in Quality Management
Provided by the Quality Management Institute**

Introduction

The [Quality Management Institute \(QMI\) curriculum](#) is a comprehensive online and face-to-face professional education program, designed to validate and advance our organisational values, process knowledge and collaboration skills, needed to uphold our brand promise guarantee to our customers, stakeholders and ourselves. The program is designed to integrate human competencies with engineering and business processes in an intelligent system of quality management. Learners, upon successful completion of curriculum, will earn the Information Technologies Quality Manager (ITQM) Certification from QMI.

Course Prerequisites

- BCS Membership (if not yet, you will have to become a member, before starting the training)
- BCS Quality Specialist Group (QSG) Membership (free for BCS members)

Curriculum Overview

The first part of the curriculum provides a deep dive into the values and skills of a high-performing Quality Management (QM) work culture, and the 'scientific method' of quality management. These principles provide the foundation for the second part of the curriculum that emphasises the competencies needed to integrate people, processes, and technologies. The second part of the curriculum provides learning activities related to systems thinking, with concepts such as Work Process Analysis (WPA), Process Monitoring, and Root-Cause Analysis.

We will meet online as a team between modules bi-weekly on Thursdays as outlined in the cohort schedule. We will be reviewing the lessons and discussing how to apply key concepts to software and systems engineering. These evidence-based competencies will provide you with the skills to more safely and productively target and integrate quality planning and review activities into the Information Technology (IT) & Software Engineering (SWE) profession.

Part 1: Creating a High-Performing QM Work Culture

In this section we will learn the ethical, motivational and performance standards needed to integrate quality management into the IT/SWE profession, impacting the organisations where IT professionals and software engineers work and achieve reliable results, by leveraging the foundational principles of quality management.

The prerequisites for leading effectively are described, including the decision-making framework, communications style, and actions required of a successful quality leader. Practical alternatives for measuring our performance, and testing ourselves with "reality checks" are also suggested.

Each lesson provides insight into effectively modelling QM values in an IT culture. Special emphasis is given to establishing reliable communications, and applying a systematic decision matrix to improve organisational and strategic choices.

Part 2: Risk-Based QM and Process Monitoring Competencies

QM-WPA Project Management provides simple Work Process Analysis (WPA) techniques to evaluate work-flow efficiency, create quality improvement projects, and design and market a new product or service with confidence.

This section of the curriculum illustrates the principles and methods for envisioning, organising, and implementing a project to improve current products and services as well as implementing new ones. The curriculum includes techniques for systematically applying creative thinking and critical analysis to workflows, and for establishing reasonable standards for development.

The lessons include detailed examples of how to acquire, document and organise the data needed to make project decisions more certain, select best practices, and successfully implement a project on a tight budget.

The final sections teach the QM administrative principles for creating a culture of excellence, building and sustaining organisational growth, and demonstrating emotional maturity in leadership.

The curriculum also describes the actions required to function with professionalism and precision in organisational and administrative matters. The topics include a variety of human resource, problem-solving, and customer service issues that will enable us to effectively manage our teams and to maximise our impact.

The lessons provide important insights into managing time and information, delegating responsibility, holding people reasonably accountable, monitoring processes, and performing root cause searches to find and eliminate the causes of errors.

Description of Activities

The BCS QSG has arranged to make the QMI curriculum available to members of the QSG on a full-scholarship basis. The training can be completed online on the student's own schedule, and/or as part of a scheduled cohort with other students and the QMI faculty.

Optional Activity

We can decide to have an optional bi-weekly café every other Saturday were students have the chance to discuss the training and other practical issues. Niels Malotauw will provide free coaching and consulting during the café sessions.

We can discuss and agree if this is suitable for students once we start training.

Cohort Course Process

- Facilitated Discussions: based on the modules and independent assignments we will be meeting in two-week intervals with our QMI facilitator [Dr. Larry Kennedy](#), QMI's founder.
- Independent Learning: prior to each session you will be expected to complete assigned online modules and assessments, also outlined below. The majority of the modules take approximately **2-3 hours per week** to complete. Please be sure to plan your time accordingly. You are required to complete the assigned modules prior to each discussion session.

Cohort 2

- Project Demonstrating Excellence (PDE): following the conclusion of the online learning activities, each of you will independently complete a Work Process Analysis (WPA) project to develop or improve a key process relevant to your own work. We will discuss the details, including selection of projects, as part of the team discussions.
- Those who have completed the QMI training and received the Information Technologies Quality Manager (ITQM) certification from QMI will be invited to participate in research and development projects initiated by the BCS QSG.

Expectations

1. Attendance and engaged participation at all Facilitated Discussions.
2. Timely and thoughtful completion of independent assignments.
3. An open and respectful attitude, and willingness to learn and apply new skills.

Outcomes

1. A strong foundation of quality values, skills, and knowledge.
2. A common lexicon and approach to integrating values-based quality management principles into the IT and software engineering profession.
3. Individual outcomes depend on individual contribution. As with any learning, you will receive as much or more out of the program as you dedicate to it.
4. QSG certification requirements include:
 - a. Successfully completion of all program requirements, including graded exams for each module and your Project Demonstrating Excellence (PDE).
 - b. Submitted CV.

TO REGISTER: Email bcg_quality@bcg.org.uk with your filled application form.