

Policy for Managing Special Interest Groups (SIGs) SEM.POL.008

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1. Context

The CQI through its Executive seeks to engage with members and non-members in order to:

- Achieve its charitable aims
- Gather insights which might help shape the strategic direction and ongoing activities of the CQI
- Promote and publicise the work of the CQI, where this will be of Special Interest to its members and the wider community

Engagement with members and non-members takes many forms; through the CQI's Regions and Branches, through the work of the CQI's Advisory Council, through messaging and on-line communications and through the establishment and ongoing engagement with CQI Special Interest Groups.

The three categories of SIGs recognised within the CQI are:

- **Sector**

These SIGs link members and non-members who have a particular interest in a Business Sector (e.g. Construction, Defence, Pharmaceuticals, Nuclear, Rail) and may include individuals working in industry, public sector bodies associated with the industry, regulatory bodies, customers and suppliers.

- **Concepts, Tools and Techniques (Topics)**

These SIGs link members and non-members who have a particular interest in a particular field of Quality, perhaps associated with a recognised Quality Improvement Tool (e.g. EFQM), Quality Philosophy (e.g. Deming or TQM) or maybe a particular aspect of Governance, Assurance or Improvement.

- **Membership Communities**

These SIGs link members and non-members who have a shared interest in how the Quality Profession relates to a particular demographic (e.g. young quality professionals, undergraduates, women in the quality profession) and wish to share experiences, benchmark and perhaps to speak and influence through a collective voice.

N.B. The primary purpose of all SIGs and CQI Executive partnerships is to share and exchange information, insights and assets that inform the work of the SIG and support the CQI in achieving its charitable aims – in particular reaching out to non-members who have an interest in the Quality Profession and may wish to become part of the CQI membership.

2. Required characteristics of all Special Interest Groups

- SIGs are voluntary groups
- SIGs are not established as legal entities

- CQI through the Executive have legal responsibilities for managing the activities of the SIGs
 - SIGs are self-governing, self-managing and self-financing
 - SIGs establish their own Terms of Reference and Operating Principles consistent with this policy
 - Terms of Reference and Operating Principles are agreed with the CQI Executive and released via the SIGs web pages
 - SIGs operate in accordance with this Policy and the CQI's Royal Charter and bye-laws
 - Chairs of SIGs are elected by the members of the SIG or, on initial establishment, appointed by the CQI Executive in partnership with those parties interested in establishing the SIG (see section 4.1). Chairs should hold a chartered grade of membership unless agreed with the CQI Executive
 - All SIG Members (whether members of the CQI or not) must abide by the CQI's Professional Code of Conduct and the associated rules of enforcement
 - The success and viability of an SIG will be determined only by reference to the intended benefits of partnership detailed in section 3
- N.B. It is recognised that not all benefits are relevant to every SIG nor is it possible to achieve all of the stated benefits year-on-year*
- The Operation of each SIG will be subject to an annual review, conducted by the Chair of the SIG and the CQI Executive
 - SIGs must differentiate between CQI Members and non-members when members of any SIG receive benefits that are a direct consequence of the SIG's association with the CQI

3. Benefits of Partnership

3.1 For the CQI Executive

SIGs support the CQI Executive by:

- Promoting the work of the CQI
- Facilitating professional understanding of the scope of responsibility associated with the Quality Profession
- Supporting the development of the CQI's competency framework (especially context specific competences), Body of Quality Knowledge (BoQK) and other assets, as appropriate
- Promoting the adoption and use of the Competency Framework and BoQK
- Generating interest in membership (both individual and corporate)
- Generating interest in attaining professional qualifications

- Generating interest in learning and development
- Facilitating the development of strategy, especially in determining priorities for development of the learning and development portfolio and required qualifications, as required by the SIG
- Providing a mechanism for dissemination of the CQI Strategy and feedback on ongoing activities
- Generating revenue wherever the CQI Executive and SIG Chair agree that non-members must (part) fund the activities of the SIG in order to provide differentiation and an incentive for CQI Membership

3.2 For the Special Interest Group

The CQI Executive supports the SIG by:

- Maintaining a membership database, facilitating communications to members and identifying the current SIG membership on an annual basis
- Facilitating the networking of members who may wish to be part of the SIG
- Supporting, on a case by case basis, projects and initiatives that will support the development of the SIG's membership and/or developing and delivering bespoke training solutions according to the SIGs' needs
- Attending SIG meetings and events, upon request, whenever this supports the SIG and/or the CQI Executive to achieve its aims
- Providing opportunities for communicating with the rest of the quality profession through engagement with other SIGs
- Chair periodic meetings of all SIG Chairs in order to share successes, problems, aims and objectives and to brief the SIG Chairs on ongoing CQI Executive activities
- Providing facilities for hosting of meetings at CQI Furnival Street and online
- Providing mechanisms for contacting the SIG's membership
- Supporting, on a case by case basis, the organisation of events and conferences
- Providing opportunities to feature in Quality World and Quality Express
- Listening to SIGs' needs as part of the development of an overall strategy
- Providing web hosting and support with other on-line services for SIGs

4.0 Establishing, Reviewing and Retiring Special Interest Groups

4.1 Establishing an Special Interest Group

All proposed new SIGs must go through the following steps prior to being approved by the CQI Executive. The interested parties contact the CQI Executive to:-

1. Discuss the viability of establishing a new SIG, paying particular reference to Section 3 when determining whether a new SIG is of mutual benefit
2. Identify and agree who will hold the position of Chair. Generally SIG Chairs should hold chartered grade of membership, unless both the interested parties and CQI Executive agree otherwise.
3. Establish:
 - Terms of Reference
 - Operating Principles
 - Annual Aims and Objectives
 - Requirement (or otherwise) for a Steering Committee to be established to support the work of the SIG and, if appropriate, its membership, responsibilities and operating principles

The above must all be consistent with the aims and objectives of the CQI and this Policy.

4.2 Annual Review

The CQI Executive and SIG Chair, supported by the Steering Committee (if appropriate), will conduct an annual review to determine:

1. Whether the SIG has been successful in accruing the benefits outlined in this policy
2. Whether the Chair and/or the CQI Executive need to take any action to improve the value and effectiveness of the SIG
3. How and when improvement actions will be reviewed

Annual Reviews may be conducted in a number of ways as agreed by the CQI Executive and SIG Chair and may be relatively informal (e.g. by telephone or skype) or more structured (e.g. a meeting with a declared agenda, list of attendees and required outcomes)

The date and any actions arising from the Annual Review will be formally recorded.

4.3 Retiring an Special Interest Group

Reasonable efforts shall be made to identify actions that will address any issues and enable the SIG to become fully effective once again.

However, if the SIG Chair and / or the CQI Executive believe that the SIG is no longer able to achieve the anticipated benefits as described in this Policy and that no further remedial actions can be identified then the SIG shall be retired and its members notified accordingly.

Appendix A: Operating Principles

A.1 Management of Finance & Expenses

- SIGs are self-financing and do not receive an annual budget. The exception to this is financial support available to cover the costs of running an SIG steering committee.
- Costs of running a steering committee are comprised of reasonable travel and subsistence costs and will be reimbursed in accordance with the latest CQI expenses policy which is available upon request.

A.2 Management of Digital and Printed Communications

SIGs are responsible for the creation, proof reading, updating and withdrawal of SIG assets, both printed and online. The CQI Executive is not in a position to participate in the direct review and release of SIG specific assets

Web facilities

- The CQI Executive undertakes to provide a link and an online home in the form of a microsite for each SIG's assets
- Each of these microsites will be linked from the CQI web site
- The ongoing maintenance of the content of these web pages is the responsibility of the SIG
- The CQI Executive will provide initial training and guidance notes on how to manage uploading information and its maintenance
- A disclaimer will be stated on the CQI SIG page and the microsites that the content of the microsites is the work of the SIGs and is not necessarily endorsed or underwritten by the CQI

Advertising Events on CQI website

- To upload events to the CQI website SIGs should complete the "Events Booking Form" and submit it to the CQI Executive - the CQI Executive may take up to 10 working days to complete this request
- SIGs are encouraged to utilise LinkedIn and other online platforms to support advertising and promotion of their activities and events
- The CQI Executive can provide guidance on how to engage with members via online platform

Printed publications and marketing materials

- If SIGs wish to generate printed assets using CQI resources then the following information must be submitted to the CQI Executive so that a decision on funding can be taken:
 - Purpose
 - Target audience
 - How the materials will be distributed
 - Author of content
 - Expectations regarding sales of the product
 - Timescale of production
- The SIG is responsible for marketing and distributing its materials to its target audiences
- Produced materials can be stored at CQI Furnival Street by prior agreement

Emailing the membership

- The CQI Executive will provide means for the SIG Steering Committee to contact the Group's membership via email
- To access the name and email addresses of the membership, designated members of the Steering Committee will be required to formally agree to principles, rules and data protection requirements as set out in the Access Control Agreement
- Upon receipt of the Access Control Agreement the committee member will be provided with a CQI email account into which they will receive weekly membership reports
- Steering Committees will also be provided with appropriate reports and statistics to help them understand the demographics of their membership
- A periodic review will be carried out, as part of the SIG Chairs' meeting hosted by the CQI Executive, to deem this system as fit for purpose

A.3 Managing Events

- Events and conferences are key opportunities for SIGs to engage the membership, industry and wider stakeholders that further the aims and objectives of the SIG and CQI.
- Events and conference in principle are self-financing events. This requirement may be relaxed under certain circumstances, such as inaugural events and seminars targeted at driving the recruitment of new members.
- The income and expenditure for events are held centrally
- Events and conferences, where chargeable, should have a differentiation for CQI members and non-members
- The SIG shall have responsibility for event conception, the setting of the agenda and the sourcing of speakers
- The CQI will consider working in partnership with SIGs in the administration of events and conferences requested by the respective SIG's Steering Committee on a case by case basis

- Notwithstanding the above, SIGs are also encouraged to hold more informal low or no-cost events as an important source of networking, communication and deriving benefits of SIG membership.
- Whenever an SIG is considering hosting an event or conference where running costs will be incurred or CQI staff resources are required, the Special Interest Group shall provide the CQI Executive with details on:=
 - The purpose and expected outcomes
 - Intended audience
 - Financial constraints
 - Speakers and presenters
 - How the event will be communicated and marketed

This information is needed for the CQI Executive to determine whether it is in a position to support the event.

A.4 Use of CQI Facilities

- CQI meeting facilities are available for use by SIG Steering Committees and their working SIGs.
- Steering Committees are to book meeting rooms directly with the CQI Executive via the email address meetings@thecqi.org. A meeting request form will be supplied to all SIGs. The central contact number for the CQI Executive is 0207 245 6722
- Where all-day meeting occur, lunch will be provided, up to five-times per year for either the Steering Committee or working SIGs
- Where meetings are for a number of hours liquid refreshments will be available
- SIGs are requested to give as much advance notice as possible to ensure requests are able to be met
- SIGs Steering Committees are able to use teleconference facilities by requesting the details from the CQI Executive
- An online meeting tool is available to use. The organiser of the Steering Committee upon a reasonable time request of one-week will be sent log-on details to create and host meetings

A.5 Ownership of Information

- All assets will be owned by the CQI and will be retained by the CQI during the operation of the SIG and after the SIG is retired, except where agreed with the CQI Executive.
- The CQI will grant to the SIG a non-exclusive, irrevocable, worldwide, royalty-free licence for use of assets
- Where assets are developed in partnership with a 3rd party who also have a claim on ownership then prior to commencement of any work an agreement must be established identifying ownership, access and any limitations on use