

Intellect Quality Group Chairman's report for 2004/2005

This report covers the activities of the Group for the period September 2004 to September 2005 during which the chairperson was Arthur Hill of Detica Limited and the Vice Chairperson was Di Woodcock of Performative Plc. This is my last year as the Chairperson and I will be passing my role on to Di Woodcock at the AGM in September.

The Scope of the Quality Group can be found on the Intellect Website and reads as follows:

“The Group seeks to provide members who work in the Quality arena with support and market intelligence to help them do their job more effectively. With reports given by the Group's representative from various standards committees, the meetings can provide you with up to date information on developments in the market”.

It is intended that this report will show that the activities of the Group have supported the scope statement.

During the year, we have continued to work very hard to ensure effective representation on relevant national and international standards committees. Those representing Intellect provide feedback to the Group on the outcome of committee meetings and discussion of items requiring Group attention. Our representation on external committees has once again increased and the influence that Intellect now has is very significant within the key standards areas affecting our industry. I regard the ability of Intellect members to be able to shape and influence the future direction of standards as well as being aware of all current developments as a key benefit in being a member of the Intellect Quality Group.

To give you an idea of our representation, we are represented on: BSI/ISO standards committees, DTI Strategic Standards Framework meetings, UKAS Policy Advisory Committee, MOD software acquisition committee, NATO, as well as other sector committees such as TickIT, TL9000, BS 15000 and BS 7799.

The committee business part of the meeting has continued to be separated from the main meeting business such that members are able to choose to attend only that part they find most useful. Summary reports from external committees are produced and made available to meeting attendees through the minutes of each meeting.

I would like to pay tribute to the hard work and diligence of Samantha Baglioni (Intellect Programme Executive) who has been a very effective secretary to our meetings and has provided great support to the Chair. She has now been promoted within Intellect to do ever greater things on behalf of the members.

Within the Quality Group we have endeavoured to provide an interesting programme of technical presentations to members during the year covering topics deemed to be of current interest. Intellect is very lucky in being able to attract leading figures from our industry to present their thoughts on current trends and developments of the time.

For the record these were as follows:-

In September 2004 we had two separate presentations. Graham Talbot: Technical and External Affairs Director for UKAS gave us a talk about how UKAS provides the Accreditation services for the UK under the patronage of DTI.

Vivek Mahendra: Outsourcing Process Consultant from Satyam Consulting gave us an insight into the development of standards in the outsourcing industry with the introduction of the eSourcing model.

In December 2004 we had a presentation by Alan Hill from MOD Supplier Relations Group that outlined the MOD thinking in relation to measuring the performance of their key suppliers and the future direction the MOD would be taking in respect of contractor performance evaluation.

In March 2005 we had two presentations on Six Sigma in the software industry. First we had Barbara Bird: a Director of Catalyst Consulting speaking about what is Six Sigma, covering all the basics. This was followed by Radouane Oudrhiri: CTO Systonomy who gave a very interesting paper showing how Six Sigma principles can be applied in the software industry.

In June 2005 we had a highly topical talk from Aiden Lawes: CEO of itSMF who covered the topic of BS 15000 certification and qualification schemes. This related to the rapidly growing interest in IT Service Management which grew out of the Government work on the IT Infrastructure Library (ITIL).

In September 2005 we have Martin Ould from Venice Consulting who will be giving a practical insight into effective Business Process Modelling. You will agree that this is an oft talked about topic which should be of use to all our members.

The Quality Practice Guidelines were given a significant boost by the efforts of members from EDS who kindly agreed to review existing material and contribute some of their own.

The numbers attending meetings compared with the previous year are as follows:

	2003/2004	2004/2005
Average attendees per meeting	20	22
Minimum number	17	14
Maximum number	25	28

The trend of attendance has continued to be upward compared to the previous year despite the difficult economic conditions that have affected a number of our member companies.

We work hard to continue to attract new members and improve meeting attendance through a combination of choosing, hopefully, interesting and topical speakers and through advanced publicity in the Intellect weekly newsletter. I am acutely aware that the number of people coming to the meetings is largely governed by the subject matter in the presentation sessions.

The chair and vice chair appreciate the support the Group has shown to them in the past year and wish their successors continued success in the year ahead.

Arthur G Hill
Intellect Quality Group Chair
16.9.2005