

# Intellect Quality Group

## Chairman's Review of the Year

### Sept 05 – Sept 06

The past year has been an interesting one from the perspective of the Quality Group, culminating in the launch of the new Business Assurance Group.

The focus of the Quality Group at the commencement of the year was as a forum for members with an interest in quality to share ideas and experiences for the benefit of the industry as a whole. The group has been committed to:

- Raising awareness amongst members of emerging instruments and changes, which impact on the sphere of operation of the membership
- Representing the informed view of the membership to regulatory and other influential bodies, promoting an integrated framework for the plethora of standards.
- Providing a platform for increased understanding between suppliers and customers
- Consolidating and disseminating good practice; providing guidance on fundamental topics relevant to quality assurance for any size of organisation to enable implementation of pragmatic operational management systems.
- Becoming recognized as an independent quality advisory group for suppliers and customers in all sectors of the market.

In my first year with the role of Chairman, we have seen the continuation of key speakers presenting at the quarterly meetings. We have aimed to take a wider view of quality matters in the business context:

In September 05, Martin Ould of Venice Consulting spoke on "Effective Business Process Modelling", drawing on typical software development lifecycle activities to illustrate the concepts.

In December 05, Arthur Tulip of BCS began by describing the history and context of the development of the Project Management Standard, Don Southey of Computacenter then illustrated a practical implementation of how quality can successfully be applied in Project Management.

In March 06 we gained an insight into the practicalities of a SCAMPI audit for CMMi, with an initial overview of CMMi from Andrew Griffiths of Lamri, followed by our own Vice-Chair, Bill Martin of LogicaCMG who shared his own experiences with us in a case study.

In June 06, we had a presentation on "The theory and practical application of Systems Thinking" from John Dunnion and Stuart Corrigan of Vanguard, John Seddon's organisation, in which they stressed the practicalities of a business driven approach.

In September 06 we will hear from Elizabeth Sparrow on the progression of the BCS research into Global Sourcing and the lessons that can be learned.

#### Attendance at meetings

	2003-4	2004-5	2005-6
<b>Average</b>	20	22	20
<b>Minimum</b>	17	14	19
<b>Maximum</b>	25	28	21

While maintaining a stable audience base, we seem to have missed the peaks from earlier years, so it will be interesting to see how the new Business Assurance Group fares.

#### Feedback from the meetings

Your feedback forms are mainly rating the presentations as good or very good, but we seem to be less successful in our timing – with suggestions for better time management and longer meetings; perhaps we should consider conducting a short on-line survey to gauge options for meeting format. A few suggestions for future meeting topics have also been put forward, so we will look to follow those up in building the on-going programme.

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A review has been conducted to refresh the forward looking perspective on trends in the industry which will impact quality and business management systems and which need consideration for strategic planning; this has been published via the website.

The group has also been involved in the current Intellect activities focusing on Professionalism, in IT in general and testing in particular.

The external committee representation has taken a step forward, with the formation of the Joint TickIT Industry Steering Committee, with 2 key players from that committee also actively participating in the work of the Quality Group. The representatives on the committees are our best chance of influencing the direction and content of emerging and evolving standards to the benefit of our industry and their feedback reports and our quarterly committee meetings provide a forum for cross-fertilisation and consistency.

Recognising that the membership of Intellect has expanded beyond the Quality groups early foundation in software, we are also making these reports more easily available to the wider membership via the website.

We are developing closer working relationships with the Reliability group, the Outsourcing & Offshore group and other groups, to ensure co-ordination on topics which overlap individual focus areas and to maximise audience benefit.

The year has culminated in a merger with Testing Group which triggered the review of focus, a change of name to the "Business Assurance Group; *Product, service and process quality*", and a new charter for the group which recognises the role of quality in the wider business context than the traditional software oriented role.

We will be carrying forward the quantitative research into the benefits of system testing commissioned by the Testing group, also its work on the Code of Practice for Testing.

During the year a lot of effort has been put in outside of the formal meetings, particularly to the production of papers, to the external committee activities and to cross group activities, for which I extend grateful thanks to all the participants, who give their time on top of their day jobs.

I would also like to thank Eleonora Cervellera and the team at Intellect who have provided sterling support to the group and particularly to me as Chair, for which I am truly grateful.

Finally, our presentation topics, presented by experts in the theory and practice of that topic, tend to be drawn from either topics of specific relevance arising from the work of the external committees, or requests from the membership. If you therefore think that there is a topic which we should be covering and/or a speaker who really gets the message over, please discuss it with us so that we can identify the best way to address your request.

*Di Woodcock*

Quality Group Chair  
12 Sept 2006