



# Australian Organisation for Quality- Queensland Inc



## Presentation to AGM 2008

By

**Mario Pennisi**

(FAOQ, FIMF, SM ASQ, Ahern Medallist)

**Chairman**

**Australian Organisation for  
Quality-Queensland Inc**

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**AGM-Queensland 19 November 2008**



# Australian Organisation for Quality Queensland - Inc



## **AGM AGENDA**

- 1. Opening of Meeting.**
- 2. Apologies**
- 3. Acceptance of the Minutes of the Annual General Meeting held on Wednesday 21<sup>st</sup> November, 2007 and Special General Meeting 21<sup>st</sup> November, 2007.**
- 4. Receive the Chairman's Report for the year ended 30<sup>th</sup> June 2008**
- 5. Receive the Audited Financial Statement for the year ended 30<sup>th</sup> June 2008.**
- 6. Elections (if required) for 4 vacancies and Announcement of New Council.**
- 7. Confirm the appointment for the Auditor of the Associations accounts for the 2008/2009 Financial Year.**
- 8. Transact any other General Business.**
- 9. Close of Meeting.**

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# Australian Organisation for Quality Queensland - Inc



## What will I cover ?

- **AOQ Structure**
- **AOQ-QLD History**
- **AOQ Membership**
- **Why AOQ?**
- **What Does AOQ Do?**
- **Partnering**
- **Regional Groups**
- **Divisions**
- **Gold Award for Quality**
- **Peak Industry Advisory Council**
- **Since 1<sup>st</sup> July 2008**

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# What is AOQ?



- **A Confederation of Associations based on States with Regional Centres**
- **Not for Profit**
- **Personal and Corporate memberships**
- **National Council-withdrew 20<sup>th</sup> September, 2007**



# National and States



- 1 AOQ is The Australian Organisation for Quality Inc**
- 2 AOQ-State is the State body eg AOQ-QLD is The Australian Organisation for Quality –Queensland Inc**



# AOQ-Queensland History



**Formed in 1970 as sub-branch of AOQ-NSW**

**Chartered in 1972**

**Struggled until 1987**

**United in National AOQ 1988**

**Conducted Qualcons in 1986, 1993, 1998, 2001,  
2005**

**Developed Queensland Quality Centre (QCC) 1992**

**National AOQ collapsed 1996 and AOQ-QLD Inc  
formed in 1996**

**RTO in 1996**



# AOQ-Queensland History



**Developed Queensland Awards in 1988**

**Developed Gold Awards 2001**

**Developed Queensland Business Improvement  
Centre (QBIC) 2003**

**Commenced partnering arrangements in 2004**

**Took Gold Awards National in 2004**

**Developed Divisions in 2004**

**Registered Trademarks in 2007/08**

**AOQ-QLD™ and**



**™**



# Queensland Council



<b>President:</b>	<b>Mike Harris</b>
<b>President Elect:</b>	<b>George Hatzis</b>
<b>Chairman:</b>	<b>Mario Pennisi</b>
<b>Honorary Secretary:</b>	<b>Patrick Killoran</b>
<b>Honorary Treasurer:</b>	<b>Patrick Killoran</b>
<b>Council:</b>	<b>Fred Travis</b>
	<b>Len Mahon</b>
	<b>George Hatzis</b>
	<b>Richard Long</b>
	<b>John Demetre</b>
	<b>Dimitri Koulouris</b>
	<b>Narelle Stratford</b>
	<b>Kym Volp (since resigned)</b>
<b>Aerospace Div:</b>	<b>Peter Fereday (since resigned)</b>
<b>RMMD Div:</b>	<b>Andrew King</b>
<b>Aged Care Div:</b>	<b>Devi Ranasinghe</b>
<b>Six Sigma Div:</b>	<b>Roger Hilton</b>
<b>Software Systems Eng</b>	<b>Mike Harris</b>

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# General/Financial



- 1 Council meetings-9 held**
- 2 Financial Position**
  - Total Equity**
    - **\$50,898/\$70,970**
  - Surplus for 2006/07**
    - **(\$20,072)/\$32,420**
- 3 Bank of Queensland**



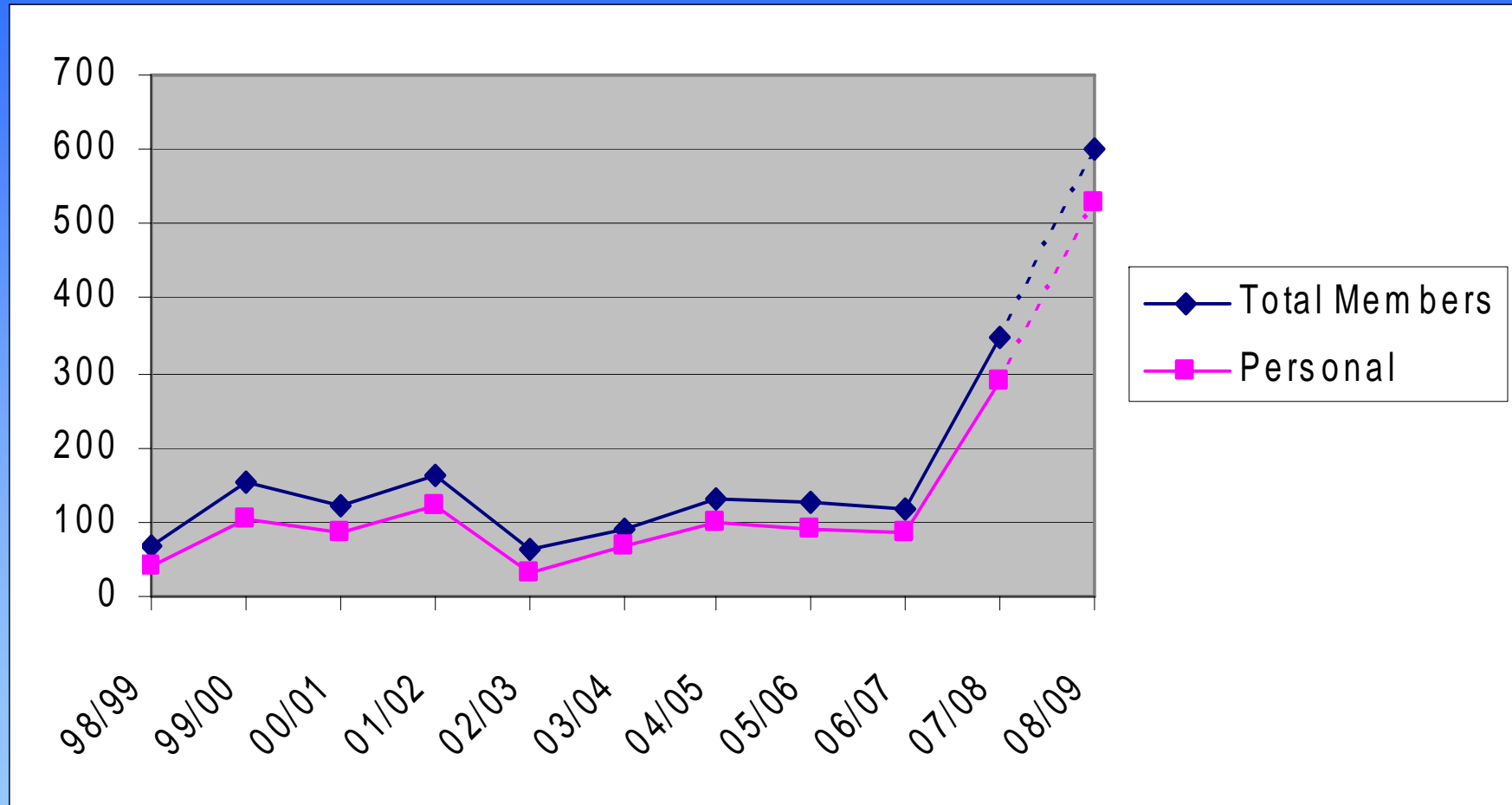
# Membership



- 1 Individual-\$150.00**
- 2 Corporate- \$295.00-\$900.00**
- 3 Professional**
  - Associate-\$150.00
  - Executive-\$165.00
  - Fellow-\$190.00
- 4 Honorary-Life and Temporary**
- 5 Honorary Corporate**



# Membership to 2007



**Income: \$31488/\$26,021**

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# Why Does AOQ Exist?



- 1 AOQ exists to service its members' needs.**
  - **Networking opportunities**
  - **Training/Forums/Conferences**
  - **Affordable consulting**
  - **Affordable auditing services**
- 2 A lobbying force with Government for QUALITY.**  
**“How many votes?”**



# What Are AOQ's Strengths?



**A valuable Official Journal-  
Progressing Business eZine-5  
issues 2007-08**

**The Gold Award for Excellence in  
Business – National Sponsor JAS-  
ANZ.**

**AOQ's Patron**

- **Queensland: Hon Mike Ahern-  
Former Premier and Past Minister  
State Development**

**Division Conferences**

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# What Are AOQ's Strengths?



## Personal Awards-Queensland

- **M J Ahern Award-7<sup>th</sup> November 2007. Mario Pennisi**
- **Representation on Standards Quality Committees**
- **AOQ has virile and energetic management Council.**
- **AOQ has access to wide range of people in the quality and middle to senior management positions.**



# What Are AOQ's Strengths?



- **AOQ provides up-to-date training in management issues as well as quality topics. Income \$37063/44486**
- **AOQ has a network of consultants and auditors. Income 104,000/70,000; Outgoings 94224/61,765**
- **AOQ-QLD is third party certified organisation-  
We Walk the Talk**





# What Are AOQ's Strengths? - Divisions



- **Grouping of individual members by a common interest**
- **Cut across Regional Groupings**





# What Are AOQ's Strengths? - Divisions-Networking Options



**To be decided by Division Members**

## **Some Possibilities:**

- **Networking Meetings?**
- **Forums/Seminars/Conference**
- **Training**
- **E-Bulletin Boards/Blogs?**
- **Email Newsletters?**



# What Are AOQ's Strengths? – Active Divisions



- **Aerospace**
- **Aged Care**
- **Entrepreneurs**
- **Regulated Research and Development and Manufacturing Division**
- **Six Sigma**
  - Six Sigma Competencies
- **Software Systems Engineering**



# What Are AOQ's Weaknesses?



- **AOQ operates on voluntary labour.**
- **Most AOQ training programmes only consider quality issues.**
- **Quality as a profession has virtually died out-quality is now everyone's business.**



# Administration-Out Sourced



- **Part time book-keeper**
- **Part time administrative services**
- **Contract event management**

**Cost \$24,503/18176**

**Honorarium**

**Cost \$10,000/\$0**



# Advertising and Marketing



**\$15027/14426**

## Audit Fees

**10572/0** 2 years General Audit plus  
Qualcon 2005 audit)



# Member Meetings



**Evening: 18/15**

**Average attendance 10/15-20**

**Breakfasts: 8/4**

**Average attendance 15/20-50**



# Conferences



**22 August 2007: SixSigma2007 co-hosted with Monash University**

**10 June: AgedCare2008 co-hosted Griffith University**



# Auditor Register



**Competencies-15 February, 2008**

**Re-write the procedures**





# Partnering - Why?



## Advantages include:

- 1. Reduces programme development and maintenance.**
- 2. Reduces the number of players in a crowded marketplace.**
- 3. Partners combine the small number of registrants so that fuller classes are generated and**
- 4. The process becomes more economical.**



# Partnering?



## What Could be Covered by the Agreement (s)?

- **Training? We used 3 in 2007/08**
- **Consulting? We used 4 in 2007/08**
- **Auditing? We used 0 in 2007/08**
- **Gold Award for Business Excellence?**



# Partnering/Courses?



**Brisbane Courses conducted July, September and November 2007, March and June 2008.**

**Townsville Course was organised for September 2008**

**One Training Course was postponed this year.**



# Partnering - Universities



- **Monash University-Six Sigma**
- **The University of Queensland – Lecturing and Prizes, co-host conference**
- **Griffith University – Lecturing, Prizes and Sponsor *Griffith Innovation Challenge*, Co-host conferences**
- **QUT- co-host conferences.**



# Other Partnering?



- **JAS-ANZ – withdrew sponsorship in 2007/08**
- **Certifying Bodies-Gold Award**
- **International Quality Associations**
  - **NZOQ**
  - **ASQ-World Alliance for Quality-Global Summit**



# Regional Groups



**Grouping of members by  
Geographical Locations  
within a State**

**Meetings: Townsville, Perth  
Group in Rockhampton**



# 3<sup>rd</sup> Party Certification



**June 2003**

**August 2004**

**November 2005**

**Re-Certification 7<sup>th</sup>**

**December, 2007**



# Peak Industry Advisory Council – AOQ QLD



**The Peak Industry Advisory Council last met 25<sup>th</sup> March, 2008**

**The PIAC provides timely advice to the member elected Board of the Australian Organisation for Quality-Queensland Inc on a wide range issues.**





# Peak Industry Advisory Council-AOQ QLD



## Advise on

- **Vision for AOQ**
- **Gold Award for Quality – eligibility, assessment**
- **Divisions**
- **Customer Service and Industry Feedback**
- **Industry needs and Membership.**



# Peak Industry Advisory Council-AOQ QLD



- **Theme for the following AOQ year**
- **Training and education needs for industry**
- **Sponsorships**
- **Speakers**
- **Input to Industry Standards**
- **Personal Awards**



# Peak Industry Advisory Council – Membership



- Chair – Patron – Hon Mike Ahern
- D-Chair - AOQ-QLD Chair Mario Pennisi
- Secretary – AOQ-QLD Secretary
- Standards: Colin Blair/John Tucker

- Accreditation and Certifying Bodies
  - James Galloway
  - Alex Ezrakhovics
  - Ian White
- Government: **Jim Varghese**
  - Mark Bermingham
- Food: Barbara Wilson

- Business:
  - John Puttick
  - Mike Whipps
  - George Hatzis
  - Ken Bennett (Export)

- Academia:
  - Tim Brailsford
  - Ken Bennett
  - Peter Little
- Compliance – Ken Cameron



# AOQ-QLD Strategic Direction 2007-2008

## Our vision....

To be recognised throughout Australia as a leading authority in and champion for continuous improvement leading to business excellence through the use of quality management principles.

## Our Success

- Increase in membership
- Growth of Divisions
- Sponsored community activities
- Expanded networking opportunities
- Championed Six Sigma Competencies
- Laboratory Management Award
- Expanded University relationships
- e-zine "Progressing Business"
- Retained ISO 9001 certification

## Our Future

- Improved services to members
- Growth of Divisions and Regions
- University collaboration
- Division conferences
- Growth of Gold Award program
- Sponsors for Divisions
- Benefits for the younger professional
- Mentoring and presenting at Universities
- Continued ISO 9001 certification



# Rules Changes



**21<sup>st</sup> November 2007**

**Removed the Council authority  
to appoint two external  
members (legal requirement).**

**Editorial requests from  
Consumer Affairs**



# Web Site



- **Updated regularly**
- **The layout of pages was revamped in July**
- **More pages added- about 80**
- **Library**



# Auditing and Consulting ?



- **2 major contracts Education and Health**
- **Consultants register-about 15 listed**



# Gold Award for Business Excellence



- **Is Third Party Certified**
- **Prerequisite for applicants**  
**3<sup>rd</sup> Party Certified Management System**  
**recognised by JAS-ANZ, or an**  
**Accreditation body recognised by the**  
**Federal Government**
- **New Categories in 2008**
- **Awards- 1 Gold and/or Silver in each**  
**category**

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# Gold Award for Business Excellence-What? Why?



To recognise and encourage organisations, which through the implementation of Company-wide Quality Management are leading examples of best practice and are realising the benefits through organisational success.



# Gold Award for Business Excellence-What? Why?



- **Award for Excellence**
- **Minimum Score 890**
- **Competition?**
- **Hall of Fame**



# Gold Award for Business Excellence-Assessment



Eight critical Quality Management elements necessary for excellence and sound Company-wide Management outlined in the Australian Standard AS/NZS ISO 9004:2000.

- Customer Focus
- Leadership
- Involvement of People
- Process Approach
- System approach to Management
- Innovation and Continual Improvement
- Factual Approach to Decision Making
- Mutually Beneficial Supplier Relationships



# Gold Award for Business Excellence-Categories



## Size by employees

- Micro Organisations <= 5
- Small Organisations 6 to 20
- Medium Organisations 21 to 150
- Large Organisations 151 plus
- Very Large Organisations 1000-1999
- Mega Organisations 2000 plus

## Type

- Exporting
- Private For-Profit
- Public Sector
- Not For Profit
- Aerospace



# Gold Award for Business Excellence-Process 2007



- **Launch-March/April**
- **Receive and check applications-August**
- **Distribute to Assessors-August**
- **Receive and check assessor reports-August**
- **Adjudication Committee-September**
- **AOQ-QLD Council-September**
- **State and National Presentations-October**

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# Gold Award for Business Excellence-Plaque



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# Gold Award for Business Excellence-Plaque



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# Gold Award for Business Excellence-Winners-QLD 2007



- **Micro Organisations Private Not-for-Profit Sector: Orica Emergency Response Unit-Victoria Gold, Hall of Fame and National Gold and Hall of Fame**
- **Small Organisations-Private for Profit Sector: Paradigm Software-Victoria Gold, Hall of Fame and National Gold and Hall of Fame**
- **Medium Organisations Private for Profit Sector: Carr Civil Contracting, WA Gold and National Silver**





# Gold Award for Business Excellence-Winners-QLD 2007



- **Medium Organisations-Private for Profit Sector: Equity Transport Group-Victoria Gold, National Gold**
- **Medium Organisations-Laboratory Sector: HAPS-NSW Gold National Gold**
- **Medium Organisation-Health Sector: Robinvale District Health Services-Victoria Gold, National Gold**



# Gold Award for Business Excellence-Winners-QLD 2007



- **Medium Organisations-Aged Care Sector:**  
**Robinvale District Health Services-Victoria**  
**Gold, National Gold.**
- **Large Organisations-Private for Profit**  
**Sector: Maunsell Australia-Queensland Gold,**  
**National Gold**
- **Large Organisations-Not for Profit Sector:**  
**RACQ-Queensland Gold, Queensland Hall of**  
**Fame, National Gold, National Hall of Fame.**



# Gold Award for Business Excellence-Sponsors-2007



- **Cliftons – National**
- **Coatings & Fabrication - National**
- **Global Mark – NSW & Vic**
- **JAS-ANZ – National**
- **Progressing Business eZine - National**
- **Mercer Management - WA**
- **Quality Australia - National**
- **Sci-Qual International - QLD**
- **WCS - National**



# From 1<sup>st</sup> July, 2008



- Gold Awards 2008
  - Closed 31<sup>st</sup> July 2008
  - About 2500 approached.
  - 3 finalists.
  - Awards will be made at the winner's premises.



From 1<sup>st</sup> July, 2008



## Gold Awards Winners

- **Large Organisations – Private for Profit**  
**Sector:** Champion Compressors Pty Ltd –  
Victoria Gold, National Gold
- **Mega Organisations-Private for Profit**  
**Sector:** Maunsell AECOM – Queensland Gold,  
National Gold.



# Gold Award for Business Excellence-Sponsors-2009



- **Review**
  - Systems
  - Locations
  - Application requirements



# From 1<sup>st</sup> July, 2007



- Divisions-Plans in place for Conferences:
  - Six Sigma Division, 22 August, 2008 co-hosted Monash University
  - Six Sigma 2009, 23/24 April, 2009 co-hosted Monash University
  - Aged Care Division, 21 May, 2009, co-hosted Griffith University
  - Research and Development and Manufacturing Division Seminar, 16 July 2009-Co-hosted QUT
  - PC Con 17 June, 2009, c-hosted The U of Q Business School Downtown
  - Software Systems Engineering 12 March co-host Griffith Enterprise and SIA



# From 1<sup>st</sup> July, 2007



- Universities

- Plans to develop an Auditing Course (AOQ-QLD and JAS-ANZ)
- Plans to continue and expand prizes
- Plans to continue providing speakers
- Griffith University Innovation Challenge





## From 1<sup>st</sup> July, 2008



- Developed and conducted courses in Energy Conservation Auditing with Watt Utilities
  - Introductory Course-Level 1 AS/NZS
  - Advanced Course-Level 2 AS/NZS
- Begun Energy Conservation Division
- Set-up Energy Conservation Auditing Register
- Set-up Six-Sigma Register for Yellow, Green, Black and Master Black Belts



# Preview 2008-09



- Gold Awards 2009  
–Review
- Strategic Plan
- Regional Groups
- Divisions-Energy  
Conservation, Food
- Universities



## 3 Suggestions for New Council



- Hire someone quickly to do what I have been doing.
- Provide free entry to AOQ-QLD activities to all members over the age of 65.
- Review the work of the Auditors to ensure we are not receiving services we do not require.



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**Thank you**

**Council members**

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# End of Chairman's Report



**Thank you  
for your attention!  
Contact Information:**

**[info@aoq.org.au](mailto:info@aoq.org.au)**

**07 3849 6460**

**Questions**



# Australian Organisation for Quality – Queensland - Inc



**The Members of Council and their terms are:**

**Mr Pat Killoran (07-2007 to 06-2009)**

**Mr Fred Travis (07-2007 to 06-2009)**

**Mr John Demetre (07-2007 to 06-2009)**

**Mr Richard Long (07-2007 to 06-2009)**

**Elected Unopposed**

**Mr Len Mahon (07-2008 to 06-2010)**

**Mr Mike Harris (07-2008 to 06-2010)**

**Mr Dimitri Koulouris (07-2008 to 06-2010)**

**Ms Narelle Stratford (07-2008 to 06-2010)**



# Australian Organisation for Quality – Queensland - Inc



- **Confirm the appointment for the Auditor of the Associations accounts for the 2008/2009 Financial Year.**
  - DKM
- **Transact any other General Business.**
- **Close of Meeting.**