

# progressing business

**Mario Pennisi Retires**

**AOQ-QLD™ Appoints New CEO**

**The Challenge of Change**

**Griffith University  
Innovation Challenge**

# AOQ-QLD™

## Appoints Fulltime CEO



*The Australian Organisation for Quality-Queensland Inc (AOQ-QLD™) appoints Hazel MacLeod as its full time CEO.*

At the hand-over by Former Chairman and part-time CEO Mario Pennisi, Hazel was upbeat about the position and her involvement.

As the newly appointed CEO, I am very excited to be part of such an established, dynamic and veracious member organisation and to lead the organisation through an exciting yet challenging phase of its long history.

My career to date has been quite diverse. My first paid professional position was as a Training Officer. Psychometric testing was all the rage – as was big hair and black lipstick! Some things just never go out of fashion!

Since way back then, I have held senior management positions in Local and State Government, lectured in the Higher and Tertiary Education sector both here and in the UK and have managed projects in the not-for profit sector. I also had the privilege to serve on a number of Advisory Boards and Committees including as Chair of the State Peak body for the Not-for-Profit sector and as a member of the Scottish National Peak Body (ACOSS equivalent). I also was a Member and initiator in creating a State Branch of the Institute of Training & Development (ITD) and the amalgamation of the Institute of Personnel Management and ITD as it progressed its journey to become the Chartered Institute of Personnel & Development.

The common theme and personal driver however, in all paid and unpaid positions has been one of Continuous Improvement, Quality and Professional Standards

underpinned by a ‘people oriented’ practice framework.

I hope to share my passion for Quality and to challenge the boundaries of accepted practices through engagement, dialogue and action. I look forward to serving the Members of AOQ-QLD™ as the organisation moves into another chapter of its journey.

### **VISION FOR AOQ-QLD™**

Our vision is to be recognised throughout Australia (and beyond?) as a leading authority in and champion for continuous improvement leading to business excellence through the use of quality management principles.

I recognise that the way we need to do this is through AOQ-QLD™ members. The members are the drivers of Quality principles and strategies and are in positions to deploy the quality approaches that all organisations need to succeed. If our members succeed, then AOQ-QLD™ will in turn succeed and of course our stakeholders, partners and Industry as a whole benefits.

It is also a priority that we interact/engage more with business & industry communicating the value and need for quality approaches and for competent Quality professionals within and across sectors,

With the challenges currently facing organisations and industries locally and globally, our industry has the potential to play a hugely significant role to meet and overcome those challenges. AOQ-QLD™ is now positioning itself to take up that role.

AOQ-QLD™ cannot do this alone. We need members to contribute. We need members to provide input to policy, standards and practice issues. We need members to promote Quality, Education and Life-Long Learning principles and membership in their own organisations, with industry and their stakeholders. We need members to be ACTIVE! I

invite members to attend networking events, workshops and conferences – if you are serious about Quality – do something - get involved.

I agree with Simon Feary (recently appointed CEO of Chartered Quality Institute, UK) that we have been “lulled into accepting the mantra that ‘Quality is everyone’s business’. Because it is purported to be ‘everyone’s business’ there is an assumption that there be no need for professionals competent in Quality. Dangerous assumption. There is a cross-sectorial resurgence in interest in Quality and AOQ-QLD™ will be part of that movement. Will you?

### **PRIORITY PLANS TO IMPLEMENT**

Based on the results of the recent member survey, my initial focus will be in consolidating the member programme and services for the year. I look forward to a successful and stimulating Conference season.

A priority will also be to promote and seek nominations to the National Gold Award for Business Excellence. I invite those involved in Quality to seek nomination and be recognised for their efforts in promoting and implementing Quality Management Systems within their organisations.

The “Progressing Business” eZine will continue to offer opportunities for members and external professionals to contribute to the Quality agenda.

Structuring the training and education programme will be a significant part of my role

Engagement with Government, Industry, Not-for Profit Sector and the Education & Training sector and developing partnerships and alliances that will improve member services and promote Quality and Business Excellence will also be a significant activity.

*Continued next page*

**WHERE DO I SEE AOQ-QLD™ GOING?**

I see AOQ-QLD™ as:

- the professional membership organisation of choice that enables individuals to help their organisations improve by using an increasing range of services offered by AOQ-QLD™.
- an accepted and valued partner, working in collaboration with Government and Industry and key stakeholders.
- increased numbers of people competent in Business Improvement through our training and qualifications.
- the facilitator in helping organisations and individuals benefit from our recognition of their achievements in Quality through our membership, certification, qualifications, awards and other initiatives.

Game on.....

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**THEME**

**Leadership for  
Lean Six Sigma**

**CO-HOSTS**

Lean Six Sigma Division  
and  
Monash University

**DATE**

23-24 April 2009

**PLACE**

Melbourne, Victoria

**FURTHER INFORMATION**

[www.aoq.org.au/sixsigma2009.htm](http://www.aoq.org.au/sixsigma2009.htm)

To join the Lean Six Sigma Division go to  
[www.aoq.org.au/PDF/Membership-Application.pdf](http://www.aoq.org.au/PDF/Membership-Application.pdf)

# 2009 progressing business

**KEYNOTE ADDRESS** Joseph A DeFeo, President, Juran Institute

<b>THEME</b>	Yesterday, Today, Tomorrow – 300 Years of Quality
<b>HOSTED BY</b>	Progressing Business Institute, AOQ-QLD™ and UQ Business School Downtown
<b>TIME</b>	17 June 2009
<b>LOCATION</b>	UQ Business School Downtown, Brisbane, Australia
<b>MORE INFORMATION</b>	<a href="http://www.aoq.org.au/PBCon2009.htm">www.aoq.org.au/PBCon2009.htm</a> Telephone: +61 7 3816 2255 Email: <a href="mailto:info@aoq.org.au">info@aoq.org.au</a>

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TACTICS is part of the TP3 Group, an organisation which provides a wide range of consulting and learning solutions to Australian corporate and Government organisations through its brands, TACTICS and Pollak Learning Alliance (PLA).



## About TACTICS

TACTICS is the consulting brand of TP3 Group. TACTICS designs and develops information and learning solutions designed to enable and support the performance of people. The solutions include:

- documentation and reference materials
- performance support
- custom-built training and blended learning
- web design and usability, and
- Information Mapping® services.



**TACTICS is an Australasian people performance company.**

We recognise that an organisation's standard of performance is directly linked to the usability, availability, completeness, accuracy and timeliness of its information and the skills of its people. Over the past 20 years, we have worked with large public and private sector organisations to manage corporate information effectively and to develop effective performance solutions. On the basis of our experience and success, TACTICS has been certified as a Commonwealth Government Endorsed Supplier. TACTICS is also accredited to a number of panels and preferred supplier arrangements for a range of clients including:

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- AAMI since 1997
- AMP Elearning Panel since 2003
- ANZ since 1991
- BlueScope Steel for Business Writing Skills
- Department of Infrastructure, under a Strategic Advisory Services Panel since 1998
- NAB
- RTA
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For more information please refer to our website [www.tacticsconsulting.com.au](http://www.tacticsconsulting.com.au) or contact:

TACTICS Consulting  
**Arthur Richardson**  
Ph: 0404 815830

Email: [arthur.richardson@tacticsconsulting.com.au](mailto:arthur.richardson@tacticsconsulting.com.au)

Special Offer

Members of AOQ are entitled to a 10% discount on any workshops they attend.

AQO-QLD™ partner

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2 day workshop

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- Encourage development and implementation of business continuity plans

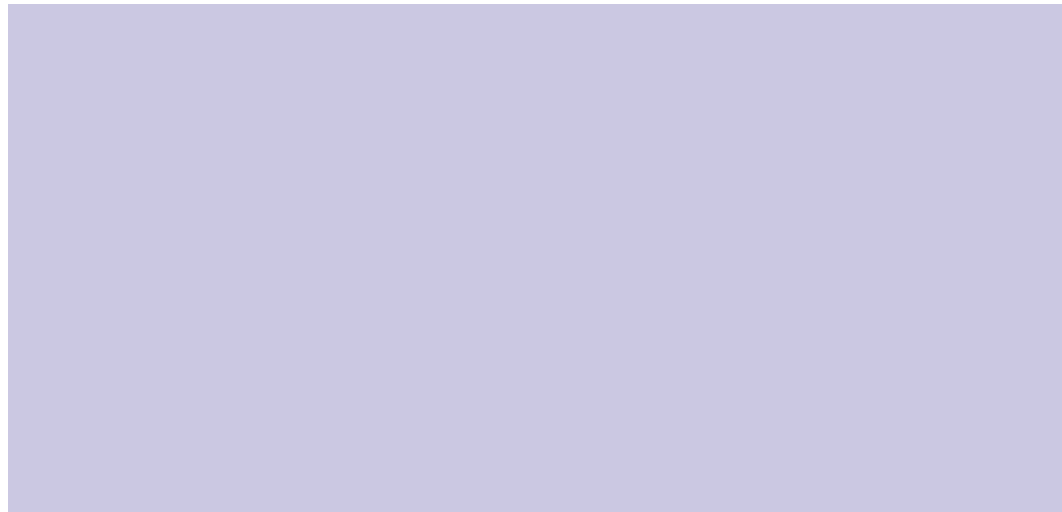
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