

progressing business

Mario Pennisi Retires

AOQ-QLD™ Appoints New CEO

The Challenge of Change

**Griffith University
Innovation Challenge**

Mario Pennisi Retires



After 6 years at the helm, as President and then Chairman and part-time CEO, Mario Pennisi has retired as an active member of the Council of the Australian Organisation for Quality Queensland Inc (AOQ-QLD™).

SUCCESSSES

What has been achieved during this time?

Since 2002 AOQ-QLD™ has grown from a membership of about 60 to over 400.

The once powerful Regional Groups had faded out but are being resurrected, with a restructure that reduces the burden on local Regional Group Committees, so that we now have active groups in Townsville and Rockhampton. Other Regional Groups are growing in Cairns, Mackay, Gladstone, Sunshine Coast, Toowoomba and the Gold Coast, as well as Sydney, Melbourne and Perth.

In 2004, the State based Gold Awards for Quality (now the Gold Award for Business Excellence) became a National award.

As a voluntarily managed organisation, AOQ-QLD™ has not had the resources to update their own training packages, so a scheme was developed to collaborate with commercial organisations with training packages requested by our members. A similar arrangement was developed for consulting and mentoring activities.

In 2005, AOQ-QLD™ developed the Peak Industry Advisory Council, a council of leading academics, government officials, business men and quality industry leaders to assist AOQ-QLD™ develop strategies to improve its position as the Peak Industry Body for Business Excellence, not just Quality.

Also, in 2005 AOQ-QLD™ developed the Divisions (“groupings of members with like interests”). The first Division was Aerospace Division. Since then the number of

Divisions has grown to include:

Aged Care,
Energy Conservation,
Entrepreneurs,
Regulated Research Development and Manufacturing Division,
Six Sigma and
Software Systems Engineering Division.

Each of these Divisions aims to conduct its own Conference each year.

The Lean Six Sigma Division was acknowledged internationally in 2007, when they developed Six Sigma Competencies for Yellow, Green and Black Belt training, which have been internationally accredited by RABQSA.

AOQ-QLD™ conducted the most successful Qualcon for the past 10 years, in presentations, attendance and surpluses.

The Australian Organisation for Quality-Queensland Inc registered two trade marks; AOQ-QLD™ and the Gold Award Logo™.

Professional organisations cannot grow without involvement with academic institutions. AOQ-QLD™ has arrangements in place for lecturing, mentoring, co-hosting and sponsorship of student activities with Universities in Queensland, New South Wales and Victoria, namely The University of Queensland, Griffith University, QUT and Monash University.

AOQ-QLD™ recognises that communications with its members and prospective members is vital. Since 2002, the days of hard-copy flyers, letters etc have all but gone by the wayside. AOQ-QLD™’s Web Site boasts about 80 pages of information vital for business improvement professionals. Email databases are used extensively to market AOQ-QLD™ programmes.

Since 2002, AOQ-QLD™ has overseen a strong and successful consulting, mentoring and auditing programme for member’s organisations.

Professionals want to be recognised for their achievements

and this has led AOQ-QLD™ to develop a series of Professional Registers for members. The Registers list certified practitioners in:

- Energy Conservation Auditing.
- Internal or external auditing in quality management systems.
- Internal or external auditing in environmental management systems.
- Six Sigma, at either Yellow, Green, Black or Master Black Belt level.
- Quality Management Consulting.
- Management Systems Training.

A sub-committee of stakeholders facilitated by AOQ-QLD™ in late 2007, reported that the Internationally accepted Management Systems Auditor competencies were deficient in some activities and these recommendations are being interwoven into the registration process for quality auditors.

In 2007, AOQ-QLD™ launched the Progressing Business eZine that is read by some 10,000 persons worldwide.

Networking opportunities have increased from one every few months to an average of three per month including a monthly breakfast meeting. These are conducted in Queensland, New South Wales, Victoria and Western Australia.

In 2008, an opportunity arose for a breakthrough in Energy Conservation Auditing. AOQ-QLD™ developed a set of competencies for Introductory and Advanced Auditing and with the assistance of Watt Utilities ran the first course within 5-weeks.

AOQ-QLD™ became a third Party Certified organisation to ISO 9001 (in 2003), and was re-certified in December 2007. We Walk the Talk!

THANK YOU

None of this would have been possible without the AOQ-QLD™ members, past and present for continuing to elect me to the Council.

This was followed by the trust, advice, assistance and perseverance of the bold men and women who have been the AOQ-QLD™ Council over the past six-years. In particular, The Hon Mike Ahern, Former Premier of Queensland (Patron), Len Mahon (Immediate Past Chairman), Fred Travis and Patrick Killoran who served throughout the period. The “oldest” of the new breed and now Chairman, Mike Harris was of enormous assistance. Others include Ruth Lee (who developed the ISO 9001 Quality Manual, Sharyn Neilson and more recently Richard Long, Dimitri Koulouris and Narelle Startford. The Chairs of the Divisions and Regional Groups also contributed greatly to the successes: Kev Mulholland, Roger Hilton, Andrew King, Peter Fereday, Devi Ranasinghe and Ramona Bullard.

AOQ-QLD™ has been blessed with many sponsors, too many to mention here, but can be found by a review of the many pages of our web site (www.aoq.org.au). However, I will mention three major sponsors over the years: JAS-ANZ and SCI-Qual International (Gold Awards) and BVQI (Certification).

Finally, I need to thank all our consultants, trainers and auditors (again too many to include here) for their assistance during my tenure.

THE CHALLENGE

All of this was accomplished with voluntary labour and a few paid part-time casual administrative assistants. With a paid CEO in place the challenge is to continue with all the activities in place, develop new ones and increase membership to over 1000 in the next two years and in so doing put the Organisation in a sound financial position for a bright future.

More information request *Retirement*
to progbus@pbinsitute.net

Have your product advertised
throughout Australia, New Zealand
and other overseas countries.

Very competitive rates.

Contact progbus@pbinsitute.net

AOQ-QLD™ Launches Professional Registers

The Australian Organisation for Quality-Queensland Inc (AOQ-QLD™) launched a number of Registers in late 2008. The registers are designed to provide service users with access to professionals who are recognised as the best in their field and to provide professionals with certification and placement on AOQ-QLD's™ Professional Register, with National and International recognition. These are the only Australian (and in some cases International) Registers available for these activities.

Six registers are available:

- Energy Conservation Auditing.
- Internal or external auditing in quality management systems.
- Internal or external auditing in environmental management systems.
- Six Sigma, at either Yellow, Green, Black or Master Black Belt level.
- Quality Management Consulting.
- Management Systems Training.

Len Mahon, President of AOQ-QLD™ “The launch of these registers has come after months of deliberation of stakeholders in many States of Australia, who assisted with framing a set of rules that will ensure the reputation of the programmes nationally and internationally.”

Information regarding access to these registers is available at www.aoq.org.au and scrolling down the left hand panel to *Registers*.

More information request *Registers*
to progbus@pbinsitute.net

2009 progressing business

KEYNOTE ADDRESS Joseph A DeFeo, President, Juran Institute

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

A00-QLD™ sponsor

WHY CERTIFICATION?

Sci-Qual International's Certified Environment, Quality and Workplace Health and Safety System helps enterprises demonstrate their credentials through independent assessment of management practices to the approved standards.

Our Certification gives you a third party assessment and certification of business management systems aimed at controlling environmental and workplace health and safety practices and risks for improving business risk management. We will be able to provide you with the assurance that your clients will have complete faith in your business practices and products.

Having our certification provides you with the opportunity to stay ahead of the trends in regulatory, community and trade requirements and *not forgetting your competition.*

Benefits of being Certified with Sci-Qual International:

- Enhancing your corporate image.
- Paper trail to support your practices.
- Competitive edge in your trade.
- Early and improved identification and management of business risks.
- Increased bottom line profits due to smooth systems.
- Stakeholder satisfaction enhancements.
- Experienced auditors to give you a confident finished result.

Other systems reviewed:

SQF 1000 and SQF 2000.

Food Safety HACCP.

NHVAS Mass and Maintenance Auditing.

TruckSafe Auditing.

"We have that friendly approach to your certification."



PO Box 70 Morayfield Queensland 4506
Suite 32 22 King Street Caboolture Qld 4510
ACN 056 777 176
ABN 87 056 777 176

FREECALL 1800 998 999

Telephone +61 7 5499 3377

Facsimile +61 7 5499 2332

Email scibris@caboolture.net.au

Web www.sci-qual.com.au

JASANZ REGISTRATION

Quality No. S1210792AB

Environment No. E2060699AB

OH&S No. O2020400AB

Three Levels of Energy Conservation Audit Training

OFFERED IN PARTNERSHIP WITH WATT UTILITIES



The course has been tailor-made to train non-technical or semi-technical energy managers in the high profile field of Energy Conservation Auditing. Upon completion of this course participants will have a basic knowledge of energy conservation auditing techniques and the skills necessary to conduct an energy conservation audit using an effective framework.

Once you have learnt and can undertake an energy conservation audit you can, with additional training, progress to carrying out a carbon audit and develop the carbon footprint for your organisation.

Available in all States

More information at www.aq.org.au/EnergyTrain.htm
or call 07 3816 2255



TACTICS

Part of TP3 Group

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:

- Queensland Government IT Contracting Panel for Learning Consultants
- 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
- Telstra, since 1994

TACTICS has undertaken many online learning design and development projects across a wide range of organisations and a breadth of content areas/topics.

TACTICS and Information Mapping™

TACTICS delivers the Information Mapping™ methodology through our TACTICAL Writing workshops. These workshops equip participants with the essential skills to write clear, concise content so that readers can easily find, and use, the information they need. The TACTICAL Writing Workshop structure means that TACTICS can build a "workshop package" that meets the exact needs of your organisation. Over 30,000 people have undertaken our workshops since we introduced them in 1991.

For more information please refer to our website www.tacticsconsulting.com.au or contact:

TACTICS Consulting
Arthur Richardson
Ph: 0404 815830

Email: arthur.richardson@tacticsconsulting.com.au

Special Offer

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

AQO-QLD™ partner

Auditor Training Centre

**Do you think you could get more
for your auditing \$\$\$'s ?**

**Is your audit program delivering
all it should?**

**Do you and your workforce understand the
benefits of management, quality, safety or
environmental system?**

Let us help.... The Auditor Training Centre have fully accredited auditor courses which teach how to get the most from your systems and audit activities, ultimately providing you with the skills required to profit from the audit process.

Courses include:

- **Understanding ISO 9001 Quality Management Systems** –
1 day workshop
- **Understanding ISO 14001 Environmental Management Systems** –
1 day workshop
- **Becoming a Skilled Auditor** (internal and external) –
2 day workshop
- **Quality Management Systems Auditing** –
2 day workshop
- **Environmental Management Systems Auditing**
2 day workshop

The Auditor Training Centre also provides tailored in-house training.

For more information visit the website www.auditortrainingcentre.com send an email to admin@auditortrainingcentre.com or call Carrie on 0416 123 451.

We are a certified RABQSA training organisation which guarantees a high standard of course content and delivery.

BRISBANE'S LEADING PROVIDER OF OUTSOURCED TRAINING FACILITIES

www.cliftons.com



- Computer Training Facilities
- Conference/Seminar Facilities
- Video Conferencing Facilities
- Facility Management

STOP PRESS: CLIFTONS BRISBANE HAS EXPANDED!

- 10 fully equipped training / conference rooms
- All rooms with natural lighting
- Breath taking views of Brisbane city, river and lush hinterland areas



CONTACT CLIFTONS TODAY, ARRANGE A SITE INSPECTION AND SEE HOW CLIFTONS CAN ASSIST YOUR ORGANISATION.

T: 1800 629 088

enquiries@cliftons.com | www.cliftons.com

“Cliftons are always willing, friendly, extremely helpful and very customer focused. Nothing is too much trouble...”

Cliftons provide a great environment to enable learning.”

VICKI THOMPSON, LEARNING SERVICES MANAGER, LEARNING @ BORAL

BRISBANE

SYDNEY

CANBERRA

MELBOURNE

ADELAIDE

PERTH

NEW ZEALAND

HONG KONG

SINGAPORE

AOQ-QLD™ partner

WATT UTILITIES

"When cost reduction and the Environment matter to your business"



Are you paying too much for electricity?

Watt Utilities can help. With over 50 years combined experience in the electricity industry we know what to look for.

Is your business on the correct tariff?

Are you on the correct network charges if under contract?

Would you like to know if your building or development can sell bulk electricity and the peace of mind that you are not breaching the Electricity Act?

Take the guess work out of your decision and contact us.

- **New market contracts**
- **Tariff Review** *(are you paying too much?)*
- **Contestability Analysis** *(are you eligible for a market contract?)*
- **Strata Contestability Analysis** *(is your site eligible to On-Supply Electricity?)*
- **Electricity Billing Services**
- **Future Costing and Load Profiling for Developers**
- **Contract Renewals**
- **Energy Conservation Audit Courses in conjunction with AOQ-QLD™**
- **Communications Audits**



1300 734 088
info@wattutilities.com.au





Continuity Forum^{PTY LTD}



Sharing knowledge, experience and promoting best practice in business continuity and disaster recovery planning

We are an active network of organisations that share an interest in seeing that their business continuity and disaster recovery plans are resilient and continually reviewed.

Our goals:

- Provide a forum for discussion on business continuity and disaster recovery
- Educate and inform members and the business continuity community
- Encourage development and implementation of business continuity plans

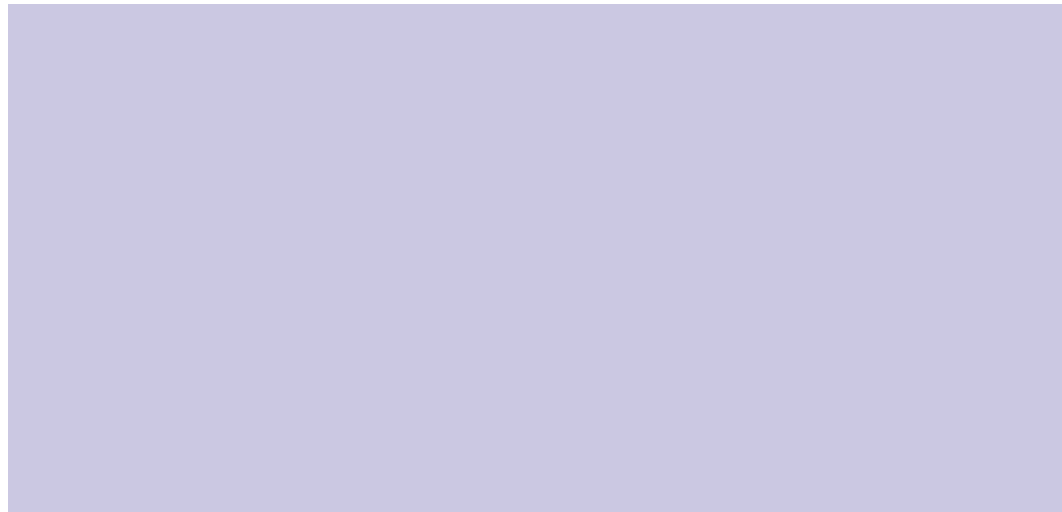
Our members:

A variety of blue-chip companies from:

Banking and Finance
Government
Security
Transport
Utilities
IT and Telecommunications
Manufacturing
Retail

Member benefits:

- Member and specialist meetings in Australia and New Zealand
- Conferences and Training
- Surveys and Benchmarking
- Resources and Member Support



Visit our website www.continuity.net.au for more information or email support@continuity.net.au to be added to our email alert list.