



AUSTRALIAN ORGANISATION FOR QUALITY INC



Presentation to
RRDM 2008
2nd July, 2008

Mario Pennisi
Chairman

Australian Organisation for Quality-Inc
info@aoq.org.au



What will I cover ?



- **Who is AOQ?/What is AOQ?**
- **AOQ Membership?**
- **What Does AOQ DO?**
- **The Plan!**
- **Strengths and Weaknesses**
- **Partnering**
- **Regional Groups**
- **Gold Award**
- **Peak Industry Advisory Council**
- **Progressing Business Institute**
- **Divisions**
- **What can RRDM do for you?**
- **What can you do?**



Who is AOQ?



- **Australian Organisation for Quality Inc (ABN 53 322 327 143)**
- **Australian Organisation for Quality (Queensland) Incorporated (IA 16979)**



Who is AOQ-Business Names?



- **Queensland Quality Centre**
- **Queensland Business Improvement Centre**
- **Management Systems Auditor Register**
- **Progressing Business Institute Limited**
- **AOQ-QLD™**



What is AOQ?



- **A stand alone incorporated member based organisation based in Queensland**
- **Not for Profit**
- **Personal and Corporate memberships**



Membership



- **Individual**
 - **Corporate**
 - **Professional**
 - **Honorary**
 - **National Corporate**
 - **Temporary Honorary**
- Total now over the 300 mark**



Why Does AOQ Exist?



- **AOQ-QLD™ exists to service its members' needs.**
 - **Networking opportunities**
 - **Training/Forums/Conferences**
 - **Affordable consulting**
 - **Affordable auditing services**



AOQ Inc Strategic Direction



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



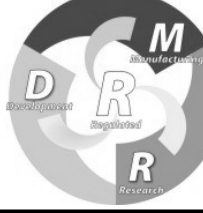
What Are AOQ's Strengths?



- **A lobbying force with Government for Excellence in Management.**
“How many votes?”
- **The Gold Award for Business Excellence**
- **Our Patron**
 - **Hon Mike Ahern-former Premier and former Minister State Development**



What Are AOQ's Strengths?



- **Divisional Conferences-five in 2008**
- **Personal Awards**
 - **M J Ahern- Outstanding contribution to quality in Queensland**
- **Representation on Standards Quality Committees**



What Are AOQ's Strengths?



- **AOQ-QLD has a very energetic and innovative management Council.**
- **AOQ-QLD has access to wide range of people in the quality and middle to senior management positions.**
- **Arrangements with International Sister Bodies eg NZOQ and ASQ**



What Are AOQ's Strengths?



- **AOQ-QLD provides up-to-date training in management issues as well as quality topics.**
- **AOQ-QLD has a network of consultants and auditors.**
- **AOQ-QLD is a third party certified organisation – We Walk the Talk**



Some of Our Consultancies!



- **Brisbane City Council**
- **Cell Consultancy, Mackay**
- **Charles Porter & Sons Pty Ltd, Mackay**
- **Clean Air Australia Pty Ltd**
- **Griffith University**
- **Howell Facilities**
- **Kedron Wavell Services Club**
- **Maunsell Australia**
- **Qld Department of Housing**
- **Qld Department of Education and the Arts**
- **Qld Department of Health**
- **Rowen Meyer Associates**
- **Sunshine Orthopaedic Services**



What Are AOQ's Weaknesses?



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



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?
- Consulting?
- Auditing?
- Gold Award?



Partnering - Universities



- **The University of Queensland-Teaching, Prizes and Co-Host ProCon2008**
- **Griffith University-Sponsorship/training/judging Griffith Innovation Challenge- Co-host AgedCare2008**
- **Monash University-Co-host SixSigma2008**
- **QUT- Sponsored MBA Student-Co-host RRDM2008**
- **University of Western Sydney-Assisted with Conferences**
- **RMIT – Sponsored MBA student**
- **Melbourne University-Assisted with Conference**



Other Partnering?



- **Business Icon-Sponsorship and judging**
- **Standards Australia-Committee work**
- **JAS-ANZ-Sponsorships**
- **Certifying Bodies-Gold Award**
- **International Quality Associations**
 - NZOQ – conferences
 - ASQ-Global Quality Summit



Regional Groups



Grouping of Members by Geographical Locations within a State



Regional Groups



- Cairns
- Townsville
- Mackay
- Rockhampton
- Gladstone
- Sunshine Coast
- Toowoomba
- Gold Coast



Gold Award What? Why?



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



Gold Award What? Why?



Eight Criteria On-Site Assessed

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 What? Why?



State based
State Gold awardees vie for
National Award
Report provided



Gold Award What? Why?





Peak Industry Advisory Council



The Peak Industry Advisory Council is a community based group that provides timely advice to the member elected Council of the Australian Organisation for Quality-Queensland Inc on a wide range of issues



Advise on

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



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



PIAC - Membership



- **Chair – Patron – Hon Mike Ahern**
- **D-Chair - AOQ-QLD Chair Mario Pennisi**
- **Secretary – AOQ-QLD Secretary Patrick Killoran**
- **Government:**
 - **Mark Bermingham**
- **Business Leaders:**
 - **John Puttick**
 - **Michael Whipps**
 - **George Hatzis**
- **Food – Barbara Wilson**
- **Certifying Bodies**
 - **James Galloway**
 - **Alex Ezrakhovics**
 - **Bruce Smith**
 - **Ian White**
- **Standards:**
 - **Colin Blair**
- **Academia:**
 - **Tim Brailsford**
 - **Peter Little**
 - **Michael Powell**
- **Export-Ken Bennett**
- **Auditing – Ken Cameron**



Auditor Register



Based on three criteria

1. Knowledge of auditing
2. Knowledge of business principles
3. Knowledge of the relevant standard



Auditor Register



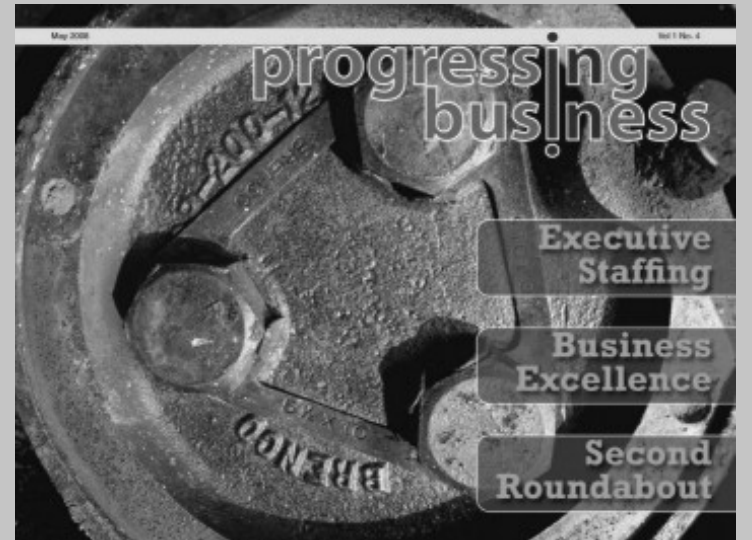
Three Actions

1. Develop a set of competencies-Done
2. Develop a course/subject-late 2008
3. Deliver the course/subject ?



Aims

- Research
- Publication-PB eZine-
–www.aqq.org.au/PDF/PB014.pdf
- Gold Award
- Major Events
- Training





Upcoming Activities-2008



Jul 1-Tue	Joint with IEAust
Jul 2-Wed	RRDM2008 Seminar
Jul16-Wed	Joint with Aerospace Div
Jul 30	Lean Six Sigma breakfast
Jul 31-Thu	Gold Award Applications Close
Aug 22-Fri	SixSigma2008
Sep	Gold Award Presentations
Sep 12-Fri	SSE2008 Conference
Sep 26-Fri	PBCon2008 Conference and Gold Awards Queensland
	www.aog.org.au/DOC/2008calendarAOQInc.xls



Divisions



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



Divisions-Networking Options



To be decided by Division Members

Some Possibilities:

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



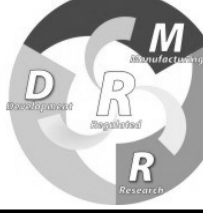
Operating Divisions



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



Competencies



**Six Sigma Division sponsored the
development of
Yellow Belt
Green Belt
Black Belt**

**AOQ-QLD™ sponsored the
development of Auditor
competencies**



What Can RRDM do for You?



- **Please tell us your needs!**

Currently:

- **Provide Professional recognition to Fellow status**
- **Provide networking opportunities, seminars etc**
- **Provide Mentors**



What Can You Do?



- **Use your membership**
- **Attend net-working opportunities and provide topics etc**
- **Become a presenter**
- **Prepare articles for PB eZine**
- **Assist with gaining sponsorships**
- **Help us grow our reach (Interstate)**
- **Join the Committee**



What Did I Cover?



- Who is AOQ?/What is AOQ?
- AOQ Membership?
- What Does AOQ DO?
- The Plan!
- Strengths and Weaknesses
- Partnering
- Regional Groups
- Gold Award
- Peak Industry Advisory Council
- Progressing Business Institute
- Divisions
- What can RRDM do for you?
- What can you do?



Thank you for your attention!

Contact Information:

mario@aoq.org.au

Or

mike.harris@maunsell.com