

Personal Details

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Personal Profile

- I am a Fellow Member of the Chartered Quality Institute (CQI) having completed all Diploma Courses over a comprehensive period of training and examinations, backed by knowledge and experience. Awarded Chartered Quality Professional Status September 2008.
- In 2006 I was winner of The UK-Skills National Training Awards for commitment in learning and using best practice principles. In 2008 I won the NTA for Region West Midlands and was also in National level category in London. (December 2008).
- I have an Adult Teaching and Further Education Training Certificate and have been conducting training to senior Quality Engineers at Birmingham Colleges and various organisations part time for eight years on Chartered Quality Institute Diploma courses. Training this year has included – Project Management, Tools & Techniques in Quality, Environmental Management, and Quality Management Systems Management.
- Temple Management Training Limited continues to design and develop IRCA/CQI courses and deliver.
- I have passed the Society for Motor Manufacturing & Traders (SMMT) exam for TS16949 Quality which fully includes all the elements of ISO 9001:2008, and Tools & Techniques for quality Improvement to lean methodologies. (Very similar exam to CB auditors). I have maintained updates – exam based to IATF 16949 2016.
- I have implemented Quality, Environmental Management, and Health and Safety Systems into organisations and have full accredited Certificates, knowledge and experience in all three. Fully independent of main employment.
- I am also a Senior Assessor for the European Foundation for Quality Management Business Excellence Model and am fully conversant with the submission process trained by Midlands Excellence – Birmingham. I have full knowledge of the submission write up requirements and expectations. I have a keen interest in The EFQM Business Excellence Model.
- My key element includes management and completion of audits in relation to quality, environmental and HS processes with prominence on added value, waste minimization and continual improvement. This is in addition to a range of implementation of management system standards and related accredited and no accredited training.
- I am a – Team Player and can develop improvement initiatives, using best in class process improvements as part of a group. – Success comes with a team.

Experience/Specialist Knowledge

- Working as a Business Systems Manager I have implemented ISO/TS16949 Quality Management Systems and maintained them over a number of years, additionally I have implemented and maintained ISO 9001: I have a sound knowledge of Quality Management and associated tools and techniques for problem solving and lean aspects of continual improvement, the principle being – effective and efficient added value of processes and value-added activity.
- Additional I am fully conversant with ISO14001 Environmental Management and all its subsequent requirements including legislation compliance. I have an Institute of Environmental Management Association (IEMA) Certificate.

- My awareness of Business Systems also links to Health & Safety; I have experience and knowledge in BS18001 Standard Health & Safety and have a NEBOSH National General Certificate in The Management of Health & Safety. I have implemented the OHS18001 scheme and also BS18001:2007 in various organisations.
- I am also experienced in the European Foundation for Quality Management, as a trained assessor I conducted two assessments in 2006, one in 2007 and in 2008 was Senior Assessor within the process of working with best in class Financial Services organisations.
- I am certified to Six Sigma and have successfully completed projects and I am aware of the benefits in using the associated tools for improvement. I have applicable Training Certificate and evidence of proven improvement projects.
- August 2011 became full time Self Employed Quality Practitioner and Trainer.

Achievements

My interests in Business Management systems have been recognised by Certification Body – British Standards Institution – I am on the select committee of Certification Advisory Council (CAC) and contribute to consequent meetings held in London at BSI Head Office representing Automotive Industry.

I have experience in adding value to Business Management Systems, in terms of integration, joining up of more than one system such as quality or environment, additionally I have developed fully paperless systems that have been Certification Body endorsed, these are designed purposely to be value added efficient and effective, as well as compliant.

I have also been guest speaker to Quality Events such as Toyota Motors, Jaguar, Chartered Quality Institute, and British Standards Institution.

Career History

I have been employed as Quality Manager for the last nine years at WH Smith Tools and in that time implemented all major business systems, additionally I project managed Investors in People and European Foundation for Quality Management to successful levels.

Previous experience in Management includes effective use of resources and maintaining associated objectives and targets in fast moving environments – designed to deliver continual improvement.

In 2007 I have managed Investors in People re accreditation and written the three year submission upgrade for EFQM Business Excellence Model, this won its category January 2008.

Education and Professional Qualifications

Please see separate Training Sheet. I have won the UK Skills National Training Awards and also Member of The Chartered Quality Institute, lately granted Chartered Professional Status. (CPQ)

I am fully conversant in teaching the following (diploma) subjects for The Chartered Quality Institute all courses are exam based.

- All aspects of Quality Management, including Law, Auditing, Awards, Strategic Planning, Continual Improvement. ISO / AS9011 / IATF Standards.
- Environmental Management ISO 14001 Systems.
- Project Management and Communication.
- Tools and Techniques for Continual Improvement.

Additionally

- PAS-99 Integrated Quality Management.
- ISO 45001 2018
- Annex SL
- BS25999 Business Continuity Management.
- ISO 13485 Medical Standards.

Any Additional Information

- I have a keen awareness of Project Management and Quality Planning, both in terms of theory and practical applications.
- I am a keen team player – and have ability to “get the job done” through a strategic approach of communications, creating structured teams and assigning realistic accountabilities – giving people opportunity and creativity in ownership.
- I have a full awareness of Quality Management, Environmental Aspects and Impacts, and Health & Safety – including knowledge to create links to legislation, audit legislation and generate positive tracking mechanisms.
- My duties have given me full exposure to the European Foundation for Quality Management; I actually *use it* along side formal standards to assist in continual improvement best in class process approach.
- I am an experienced trained assessor and also have full familiarity and knowledge in writing a formal submission. I have done presentations on the Business Excellence Model for Midlands Excellence – Birmingham.
- In doing process improvements and associated training – I have knowledge and full capability of all main computer applications; additionally, I have full awareness of Minitab for Six Sigma improvement applications.

Industry Sector Knowledge Quality | Environmental | Safety

- Storage and Logistics / Transportation
- Retail
- Off Road Vehicle Manufacture
- Vehicle Manufacturing (VM)
- Automotive Supply Chain
- Aerospace
- Quality in National Health Service / Hospital
- Metals Coating
- Waste Recycling Management
- Assembly Processes
- Manufacture of Kitchens & Bathrooms
- Oil and Gas
- Business Support Centres / Call Management
- Forensic Science Gwent Police
- Medical Devices (Colostomy Bags)
- Vehicle Trim
- Plastics Window Manufacturing
- Machine of machine, equipment Repair / Installation
- Plastics Injection Moulding
- Tool Making
- Fluid Engineering
- Construction / Ground Piling
- Financial Services
- Education
- Manufacture of Chemical Products
- Engineering / Press Shop
- Manufacture of Storage Tanks
- Repair and installation of Optical Equipment
- Civil Engineering
- EMS / QMS / H&S Compliance Registers
- Electrical connectors
- Automotive Wheel & Tyre Assembly High Volume
- Scaffold Installation
- Metal Stockist

Bob Hughes CQP FCQI

Fellow– Chartered Quality Institute. CQP Chartered Quality professional.



National
Training Awards
Ambassador



chartered quality professional