



Defence Industries Quality Forum



Business Plan

2018 - 2020



Issue: v7.1
Date: 13 September 2018



Ministry
of Defence

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Foreword

The Defence Industries Quality Forum (DIQF) is the forum within the Defence Sector to facilitate consultation between the MOD and Industry on MOD Quality Policies, Standards and Processes. It provides an environment where MOD and Industry can develop solutions to mutual problems in the Quality arena. It is incumbent then on all in the Defence sector to use the products developed by the forum.

During next two years, the DIQF will focus on prioritised workstreams defined in this plan, and also continue to consult on changes to MOD and NATO policies, standards and processes that impact on the quality function in defence.

We will continue to promote the joint working between MOD and Industry and apply the principles set in our Partnering Charter. We will also continue to improve our own governance and communications across our stakeholders to ensure the appropriate levels of engagement.

In March 2016, MOD published its Quality policy in the form of a Joint Service Publication (JSP 940). DIQF will play an important role in the consultation processes as MOD implements its policy.

We look forward to working together to:-

- successfully deliver the workstreams in this plan
- continue to raise the profile, competence and credibility of the Quality function across the Defence Sector
- continue contributing to the delivery of reliable equipment and support services to the end user and the Front Line Commands

DIQF Industry Co-chair

DIQF MOD Co-chair

Prepared by					
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Designation:	DIQF Secretary	Designation:	MOD Co-Chair	Designation:	Industry Co-Chair
Signature:	<i>Original signed</i>	Signature:	<i>Original signed</i>	Signature:	<i>Original signed</i>
Date:	13/09/2018	Date:	13/09/2018	Date:	13/09/2018
<i>This document supersedes:</i> DIQF Business Plan Issue 7.					

Section 1: Mission and Vision

Our Mission

1. “To influence and contribute to the development of quality policy in a collaborative environment and support the development of the skills and competence of individuals within the quality community, introduce effective communications with all stakeholders and drive improvement.”

Our Vision

2. “Quality Management valued and deployed throughout the Defence Community”

Section 2: DIQF Workstreams 2018-20

3. DIQF will pursue the following workstreams during the period 2018-20.
- i. Counterfeit Avoidance Working Group
 - ii. Improved Understanding & Implementation of AQAP 2110 Rev D Supply Chain Requirements
 - iii. Attracting and Retaining Competent People in Quality across the Defence Sector
 - iv. Defence Equipment Fault Reporting and Analysis
4. Details of the workstreams can be found at [Annex C](#).

Section 3: Governance and Resources

5. During the period, DIQF will focus on taking forward the workstreams summarised in [Annex C](#).

Direction

6. For each workstream, the DIQF will:
- i. Appoint a workstream lead and deputy
 - ii. Set the objective and overall direction for the workstream
 - iii. Approve programme and workstream plans
 - iv. Make resources available

DIQF workstream resourcing

7. For each workstream, DIQF will appoint either a MOD or Industry Lead and Deputy; these will be the points of contact and interface to the DIQF. The workstream Leads will normally be Forum members. DIQF member organisations are encouraged to provide staff from their organisation as resource for workstreams. These activities are seen as an excellent personal development opportunity for individuals. Members of the CQI Defence Special Interest Group are also invited to contribute their knowledge.

Management and reporting

8. The workstream Leads will establish programme plans including resources and skills required, manage the workstreams and provide status reports to the DIQF at each DIQF meeting and on an exception basis, as appropriate. In the absence of the Lead, the Deputy will provide the status report.

Section 4: Chartered Quality Institute (CQI) Engagement

9. The DIQF recognises the role of the CQI as the professional body for Quality and will continue to work collaboratively to support achievement of each organisation's objectives. The CQI have agreed to attend two DIQF meetings each year.

Section 5: Risk

10. Risk is inherent in all DIQF activities and the effective management of it is crucial to the delivery of DIQF outputs and outcomes.
11. The workstream leads will be expected to apply traditional risk management principles (i.e. identify, analyse, plan and manage) to all their workings and to include it in all reports to DIQF.

Reporting

12. Each March, the DIQF will provide an annual report to the Defence Authority (DA) for Technical and Quality Assurance setting out its achievements against its plans and any underlying concerns which it wishes to bring to the Defence Authority's attention.

Annexes

[Annex A](#) – Organisations/Groups represented at the DIQF

[Annex B](#) – DIQF Terms of Reference

[Annex C](#) – DIQF workstreams

Organisations/Groups Represented at the DIQF 2018-2020

Industry

- Aerospace Defence and Security Industries (A|D|S)
- Association of British Certification Bodies (ABCB)
- techUK
- International Independent Organisation for Certification (IIOC)
- Submarine Enterprise Quality Group (SEQG)
- The Chartered Quality Institute (CQI)
- United Kingdom Accreditation Service (UKAS)
- Individual company representation(s)

MOD

- Quality and Configuration Management Policy
- Defence Quality Assurance – Field Force

Defence Industries Quality Forum – Terms of Reference

1. The aim of the DIQF is to:
 - a) Facilitate consultation between MOD and Industry on Quality Policies, Standards and Processes.
 - b) Identify, advise on and influence initiatives emerging from within the Defence environment that may impact the Quality and Configuration Management function.
 - c) Monitor Defence strategic planning, assess the impact on the Quality and Configuration Management function and ensure a proactive response.
 - d) Enable members to raise and resolve issues and concerns with any aspect of Quality and Configuration Management within the Defence environment.

Membership

2. The representation at DIQF is listed at Annex A. Additions to representation of the DIQF will be agreed by the Co-Chairs.

Chair

3. The DIQF shall be a joint-chaired forum. The responsibility for chairing the forum shall alternate between the MOD Head of Quality and Configuration Management (Policy) and an Industry co-chair elected by DIQF Industry representatives.

Meeting Periodicity and Location

4. The forum will be convened on a quarterly basis but may, in exceptional circumstances be convened at the request of either Co-chair. Where practical meetings will alternate between MOD and Industry premises.

Quorum

5. A DIQF meeting is deemed to be a Forum when one-joint Chair, a secretary, two MOD and three defence Industry representatives are in attendance.

Workstream Management

6. The requirement for DIQF workstreams will be reviewed and agreed on a biennial basis.
7. The workstreams will be generated as a response to identified issues and risks regarding current policies or the requirement for new work.
8. Each workstream will be managed by either a MOD or Industry Lead. The Leads will be appointed by the Forum.

9. Each workstream Lead will generate a Project Management Plan with details of the workstream. A report shall be submitted to the Secretary prior to each DIQF meeting.

Communication

10. The MOD shall provide secretarial support to all DIQF meetings irrespective of location.
11. The Secretary shall issue a Calling Notice for the meeting, including the agenda and all associated documentation, by email to all members 20 working days prior to the meeting date.
12. Members' inputs, issues or topics for discussion at the meeting will be communicated to the Secretary at least 15 working days before the meeting.
13. The Secretary shall distribute all outputs from the meeting, including meeting minutes, by email to all members within 5 working days of endorsement by the Chair.
14. Defence Share, the DIQF Collaborative Working Environment, will hold all meeting documentation and outputs. The Secretary will email DIQF members links to the relevant pieces of information.
15. All communication, with the exception of documentation pertaining to meetings, shall be issued by the Secretary under cover of a 'Consultation Paper'. Members shall respond to requests for information within the timescale detailed on the respective 'Consultation Paper'. As a minimum, a Nil response is required against all 'Consultation Paper'.
16. Copies of all DIQF communication material e.g. Agenda, meeting minutes, working group minutes shall be retained as a MOD Record.

Working Groups

17. When deemed necessary by either Co-Chair, a working group with agreed Terms of Reference, deliverables and milestones, may be formed to address a specific issue.

Authority

18. The forum is convened under the authority of the Defence Authority for Technical and Quality Assurance.

DIQF Members – Individual Terms of Reference

Responsibilities

1. The following responsibilities are incumbent on all DIQF members:
 - a) To ensure appropriate representation at all DIQF meetings.
Note: Attendance by telephone or video conference is not allowed other than to make representation on a specific issue. In this case agreement must be sought from either Co-Chair in advance.
 - b) To ensure that the views of their organisation are adequately reflected at each meeting.
 - c) To ensure that their members are:
 - i. Made aware of forthcoming meetings of the DIQF.
 - ii. Asked for their inputs prior to each meeting.
 - iii. Given the output e.g. minutes of each meeting.
 - d) To ensure that all papers emanating from the DIQF are circulated to their organisation for comment within 5 working days and that a consolidated response of their members' views is made to the Secretary of the DIQF. All responses are to be by the requested date; otherwise a 'Nil' response is assumed.
 - e) To take an active role in any Working Group initiated by the DIQF if they, or their members have a particular interest in the topic.

Note: DIQF members may nominate one or more of their organisation to participate in Working Groups.

- f) To nominate a suitable replacement if they can no longer act as a member of the DIQF.
- g) To arrange for representation through the use of a deputy where this is appropriate.

DIQF Workstreams

Ser No	Workstream	Objective	Output	Outcome	Leads
1	Avoidance of Counterfeit Materiel	<ul style="list-style-type: none"> Supporting Tier 2 and 3 suppliers with advice and guidance Raising awareness on the Counterfeit Avoidance issue to the CQI Engages with other Functional areas to raise awareness (CIPS) 	<ul style="list-style-type: none"> Counterfeit Awareness & Controls Framework for Acquisition A module for CIPS (or other areas) on the impact of Counterfeit materiel Counterfeit Awareness event to include Tier 2 and 3 suppliers Produce Communication Plan for awareness 	<ul style="list-style-type: none"> Increased awareness of Counterfeit Materiel 	MOD: Keith Hayhurst Industry: Mike Falls
2	Improved understanding and implementation of AQAP 2110 Rev D Supply Chain Requirements	<ul style="list-style-type: none"> Ensuring effective flow down of Contractual Requirements Appropriate assurance of the supply chain 	<ul style="list-style-type: none"> Good Practice guide Challenge requirement 	<ul style="list-style-type: none"> Appropriate and proportionate assurance Correct flow down Eliminate duplication Sharing of knowledge and assurance 	MOD: David Greenwood Industry: Robert Dickinson
3	Attracting and Retaining Competent People in Quality across the Defence Sector	<ul style="list-style-type: none"> Make Quality an attractive career of choice A recognised framework for learning, development and accreditation 	<ul style="list-style-type: none"> Position paper, including Vision, with framework and action plan for Defence industries Take forward recommendations from paper Roll out and communication to achieve goal 	<ul style="list-style-type: none"> Attract and retain people in Quality roles 	MOD: John Bullock Industry: John Entwistle

Ser No	Workstream	Objective	Output	Outcome	Leads
4	Defence Equipment Fault Reporting and Analysis	<ul style="list-style-type: none"> • Industries ability to standardise Best Practice fault reporting to DE&S • Re-energising the value of fault reporting of Defence equipment by the Front Line Commands (FLC) • Communicating improvements as a result of analysis 	<ul style="list-style-type: none"> • What does a common fault report look like (template(s))? • Control document to mandate use • Analysis of current requirements and new process • Communication 	<ul style="list-style-type: none"> • Improved Front Line Command reporting • Improved Industry process and understanding • Improved DE&S analysis and influence • Increased reporting on Industry and FLC leading to reduced faults/defects/trends 	<p>MOD: David Moore Industry: Mark Ryland</p>



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