

MC Document for the meeting in January 2021**CFPA Europe improves and ensure quality in products**

In the Strategy 2021-2023 it is written as one of our main goals that “CFPA Europe continuously improves its work and ensure quality in products”.

That is important and we have already shown that we keep good quality and those who are our competitors have for sure notice that and seen that our members have many profitable and quality activities under the umbrella of CFPA Europe.

When we had the MC meeting on 19th of November we talked about the increasing competition that our Nordic members are experiencing in the Hot Work training, and several of you have since before offensive competitors. These competitors know that we have moved our positions forward and that more and more is being done. They are not bird-brained so they can see through and understand were CFPA Europe's members have most benefits of the membership and were our members make the most money. They want to access the business that is most profitable, because many of these companies has only one overall goal and that is to make money and as much as possible. Many of them are also willing to reduce the quality that we try to maintain if it gives them more profits. Some of our competitors have, as you know, even asked if they can become members of CFPA Europe.

Our existing quality

We have always been thinking quality. The Guidelines Commission, Security Commission and Natural Hazards Group always try to get valuable views from CFPA Europe's members and in some cases also from other experts before new/ revised Guidelines are ratified and published. That is important.

The Training Commission in connection with the Security Commission has produced a quality handbook, called “Training Centre Handbook”, and that is a document that will frequently be revised. We have taken big steps forward because it is now mandatory with both internal and external audits.

Our Marketing and Information Commission has tried to get people to the commission who work daily with marketing and information for CFPA E's members. My viewpoint is that all members in MIC are qualified and some are very qualified in marketing and/or information. New members to the commission are also coming.

How to improve the quality – some ideas

What do we mean when we in the Strategy 2021-2023 write that we will continue to improve the quality? Is that just some appropriate words that should sound positive

when the members see how the Management Committee think ahead? Of course not, and I will below give some ideas that have been going through my head. I think we should try to take these steps in the coming years. You might have other viewpoints so let us talk and discuss when MC have the meeting in January.

Quality is our way forward to keep and make our market bigger. We have also something unique because we are a strong network and our members are well-established and recognized in their countries. We should always think quality in everything we are doing and try to improve the quality when it is possible.

Guidelines

How can we ensure that new/revised Guidelines keeping high quality.

Proposal:

1. At least five of our members who are active in Guidelines Commission (the same with Security Commission and for Natural Hazards Group just three) should give the chair/secretary (of the Commission) one name each of a qualified person outside our member organisation who will get a possibility to give comments to the final proposal (not revisions with only some small changes). These comments must be taken in consideration before the Guideline is published. On our website (members area) we should mention who these people are because it could be useful when a Guideline will be revised.

Training

We should be proud that we already have a good quality handbook, but can we do something more to make sure that our members training is of high & equal quality?

Proposal:

1. Internal Quality Assurance. The manual says: "A minimum of 1 IQA assessment done per year".

This should be more precise because some members make only a few courses per year (with the same teachers) and some make a lot (with different teachers).

2. External Quality Assurance. The manual says: "A suitable CFPA EQA, from another member country, who is able to objectively verify the conduct of the CFPA training courses ...". Takes place less frequently than IQA. These EQA must be done at least every 48 months. It is also written in the manual about the possibility with a national accreditation body.

First, in my opinion the gap every four years is too long.

Second, we should have, if possible one (or maximum two) person from CFPA E who make these audits, because it is not possible to be ensure equal quality in different countries if the audits are made by people that are coming from different countries. My wish is that John Briggs (sorry John that I haven't asked you before I write this) could be our "accreditation person" when he decided to retire from FPA (maybe in just a few years), and that he makes these EQA every second years. It should be possible to make every second EQA as a virtual EQF, and our Quality handbook should describe how that should be done. I hope CFPA Europe has such a good economy in a few years so it will be possible with the cost for John's audits.

Marketing & information.

We have got several people as new members of MIC, who are fulltime working with marketing and/or information in their countries. That is perfect.

It is a problem that some of our Commissions are unhappy with our website and are talking that they don't wish to use the website (members area). In my viewpoint it is great if we will be able to use our website for our communication and work.

Proposal:

1. We continue to try to get very qualified people as members of MIC.
2. There is a big need for a new website that will be useful for both our customers, members and commissions. Hopefully, we have some members who have developed their website, so we can get experience and input from their work. We have budget for improvements of the website, but I am not sure if the budget is big enough.

21 December 2020/ Tommy A