



IQCS Autumn 2017 Newsletter

Welcome to the Autumn 2017 edition of the IQCS newsletter which outlines the latest news, information and updates from the IQCS and around the industry.

In this edition, we have news on:

- **Train The Trainer One Day Workshop at the MRS**
- **IQCS 2017 AGM**
- **Working Forum**
- **The IQCS Awards 2017**
- **MRBA Fundraising Week**
- **Council Members Stepping Down**

Developing CATI Interviewer Training Course

The MRS is hosting the IQCS Train the Trainer course this year.

This will be convened by two IQCS Council Members- Sam Webb, Director of Operations at Quadrangle and Adam Wyles, Field Director at Facts International.

The IQCS is committed to maintaining the high quality of data collection across the Market Research Industry and the training/ continuing development of its Interviewers.

Training Telephone Interviewers effectively to adequately prepare them for the reality of interviewing has become more challenging in recent years and this course has been developed by the IQCS to assist CATI Trainers.

Date: Monday, 27 November 2017 [More info can be found on the MRS website.](#)

Cost: IQCS Members £250 + VAT, MRS Members £250.00 + VAT, Non-MRS Members£350.00 + VAT, MRS Company Partner (non-ticket price) £250.00 + VAT

IQCS 2017 AGM

Join us at this year's AGM and annual celebration of our 2017 IQCS Award winners. It will be held once again at the offices of Ipsos Mori in St Katherine's Dock – so a huge thanks again to them for their continued support and generosity

Date: Thursday 16th November kicking off at 5.30pm – details to follow but in the meantime, save the date

We hope you can join in with this year's awards – all members of IQCS are potential worthy winners of these awards, no matter how big or small your organisation is – it's the quality that counts! We look forward to being inundated with submissions this year!

Working Forum

We had a fantastic response at our summer working forum at Quadrangle.

The General Data Protection Regulation (GDPR) is the most significant change to data protection in the UK and EU since 1995. Designed for the digital age, with strengthened individual rights and greater business accountability, it will impact organisations of all sizes processing personal data.

The new regulation will be enforced in all EU Member States from May 2018 – which is almost certain to be before the UK leaves the EU – meaning that compliance must be a top priority for UK-based businesses.

It's vital that membership is ready to meet the new obligations and responsibilities that the GDPR will bring, especially in light of potentially high penalties in the enforcement regime.

Dr Michelle Goddard, Director of Policy & Standards, MRS, talked about the impact of GDPR and offered tips on best practice and Jackie Megahey, Director Information Security / Data Protection, GfK, outlined the issues surrounding compliance and its implementation by research agencies.

For the full presentation, follow this link:

<http://iqcs.org/index.php/iqcs-training/>

**GDPR: New
harmonised
framework across EU**



IQCS Quality Awards

The IQCS Quality Awards celebrate the unsung Heroes of Quality in research operations...those individuals and member companies who go the extra mile in making quality an integral part of the entire data-collection process.



The awards are an opportunity for companies to showcase the excellent work that they do in delivering quality data-collection for both internal and external clients.

They embody everything that is great about being a part of the IQCS and highlight the passion and pride our membership have in upholding the core values of IQCS throughout their work.

Submissions for this year's awards are currently being accepted. The entry deadline is 20th October 2017. The awards will be judged by current IQCS Chair, Penny Steele and former IQCS Chair, Claire Harris and the awards winners will be announced at the IQCS AGM on 16th November 2017.

This year we have decided to introduce awards which focus on the quality champions at the frontline of the data-collection process – our interviewers! In addition, we will again have an award for Quality Ambassador and another new award for Fieldwork Excellence, combining the previous year's Best Quality Telephone and Best Quality Face to Face into a single award.



The awards categories for this year are:

- Interviewer Excellence – CATI
- Interviewer Excellence – F2F
- Fieldwork Excellence
- IQCS Quality Ambassador

Category winners not only receive the prestigious award itself, but also an Awards Winners Logo, for use on their website and in marketing materials to demonstrate their achievements. Winners are also invited to showcase their services with a featured page on the IQCS website.

The cost of entry is £75 per submission. Organizations are limited to 1 entry per category (total of 4 entries). Download all the application forms and criteria from the following link:

<http://iqcs.org/index.php/iqcs-awards-2017/>

Council Members Stepping down



Long-standing elected IQCS Council member, Jenny Lyons, is stepping down for her position on council as she is leaving the market research industry to pursue other opportunities. Jenny has been a valued council member since 2003 and has been a driving force in running Working Forums and drafting our IQCS train the trainer workshops, alongside Jackie Mold. We would like to thank Jenny for all her work on Council.

She will be sadly missed – but we will her all the best in her future career!

There will therefore be vacancies on council. Nomination forms will be available at the AGM.



IQCS User Member Jackie Mold is also leaving the IQCS Council this year. Jackie, who has been a valued Council member since 2010, is semi-retiring from the industry. She will continue to work and support the teams at Ugam part time, allowing her time to focus on other projects. These include being her husband's admin for his growing gardening business, as well as devoting a lot more traveling and doing a photographers course. We would like to

thanks Jackie for all her hard work on behalf of Council and wish her all the best in her future life of (semi) leisure! Happily, Jackie plans to keep in contact and will continue to attend the AGM's and other industry events.

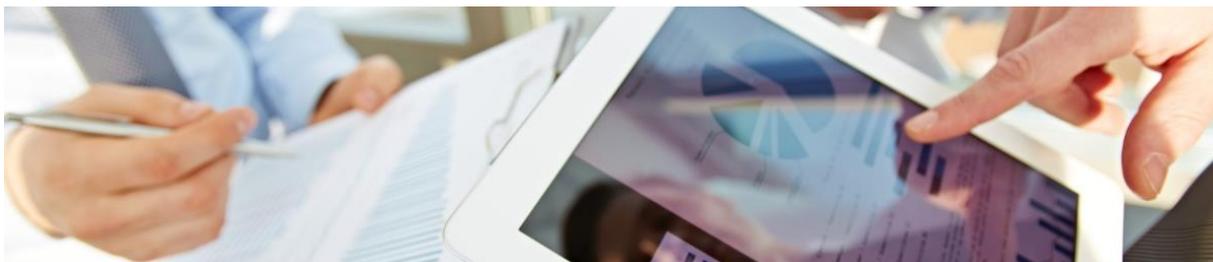
IQCS user members are welcome to join council. Please contact Gill gill@iqcs.org if you are interested.

User Members

IQCS user members are UK based research agencies or consultancies who do not have their own in-house data-collection, but commit to use providers who are IQCS accredited or ISO20252:2012 registered.

For smaller / independent UK consultancies who may themselves not be ISO20252 registered, IQCS User Membership provides a 'badge of quality' and a level of reassurance to clients that fieldwork on their projects has been undertaken by an accredited agency or to standards outlined under the IQCS /ISO20252:2012 standard.

User members enjoy all the benefits of membership and have their fieldwork projects annually assessed and accredited by our independent inspectors to verify that, where at all possible/practical they have used accredited or registered fieldwork providers.



'Helping Researchers in Need' MRBA Fundraising Week

MRBA Fundraising Week 16-20 October

As you know, the IQCS are a proud Corporate Sponsor of the Market Research Benevolent Association. Over the years, the charity has provided assistance of well over £1million to those working in research who have fallen on hard times. This year the charity celebrates their 40th anniversary and they hope to continue providing support for the industry for the next 40 years. In order to continue to do so, they need our help.

In 2015 the MRBA raised over £17,000 during MRBA week. This year they have ambitious plans to raise £40k during their 40th anniversary year, and the hope is that their second MRBA Fundraising Week will contribute a significant amount towards this goal.



We are encouraging IQCS member companies to get on board and nominate an MRBA Week Champion to organise fundraising activities to help raise money during this year's MRBA Week.

If you, and your company would like to become MRBA Champions this year with participating in our 2017 Fundraising Week, please contact The MRBA directly

You can keep up with the information and progress by following them on their website www.mrba.org.uk and on their social media.

Please support MRBA Fundraising Week 16-20 October 2017 [#mrbaweek](https://twitter.com/mrbaweek)

For more information please go to our website: www.iqcs.org or feel free to contact us at our mailing address: gill@iqcs.org

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