

Quality 101:

Foundation for Organizational Effectiveness

Tuesday, April 16, 2002 - (location to be announced)

Registration & Coffee/Muffins: 7:45 a.m. - Workshop: 8:15 a.m. to 12:15 p.m.

Workshop Overview:

QNET is pleased to present this half-day workshop designed to provide you with a general understanding of the concepts of quality related to organizational effectiveness. You will discover how these concepts have evolved over time from early attempts at quality control to the integrated strategic quality management practices of today. You will develop an understanding of the principles of the best-known thinkers in the field and of the significant impact they have had on today's leading management practices.

You will also receive an introduction to the Canadian Quality Criteria (developed by the National Quality Institute). This framework makes use of a balanced approach to help organization's achieve significant performance improvements founded on sound quality principles.

Learning Objectives:

Upon completion of the workshop, you should be able to:

- summarize major developments in the history of quality management;
- understand the implications of several different definitions of *quality*;
- compare the philosophies of quality leaders;
- understand how the Canadian Quality Criteria can be used as a model for operational effectiveness and performance improvement;
- understand the need to integrate your organization's core values beliefs into daily work;
- enhance communication of your quality message using a common vocabulary.

Workshop Facilitators:

Alice Sayant and Scott Baldwin are partners in QSM Quality Services Management Inc., a management consulting and training firm focused on organizational development using quality principles to achieve business excellence.



Registration Form:

FAX this page to QNET at (204) 949-4990 OR Register online at www.qnet.mb.ca

QNET Members = \$65.00 + G.S.T.

Non-Members = \$75.00 + G.S.T.

Name _____ Title _____

Organization _____

Address _____

Phone _____ Fax _____ E-mail _____

***Event Confirmation: A fax will be sent one week prior to the event. It will include the event location.

G.S.T. Registration # 899755334RT

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