



Leadership in Quality Workshop (2 Day)

Workshop Outline:

One of the greatest challenges that a quality champion can face is that of effective leadership in overseeing the organization's quality program. Leadership is the ability to direct, supervise, encourage, inspire, and co-ordinate, and in doing so facilitate action and guide change. Leadership is ultimately about behavior rather than skill. In order to succeed quality champions must understand what is required of them in this role, and how to develop their own techniques to enhance the quality culture of the organization.

Workshop Goals:

- Understand the requirements of the ISO 9001 standard
- Understand the role of the Management representative
- Understand how to drive process and continual improvement initiatives
- Understand how to use ISO 9001 to drive organizational change
- Discuss how to engage top management and mid management in your quality program
- Explore ways to lead the quality team to produce great results
- Discuss techniques to shift your organization towards a quality based culture

Recommended Training and/or Experience:

Experience in management or leadership.

Workshop Particulars:

Date: May 23 - 24
Location: 16 Forest Road, Suite 301 (Old Queens College Building)
Time: 9:00 am to 5:00 pm
Fee: \$ 800.00 plus HST/ admin fee
(Meals and materials will be provided)
All workshop fees must be paid at the time of registration.

Cancellation Policy:

Cancellation requests received more than 7 calendar days before the start date of the workshop will receive a refund of the workshop fee minus a \$100 administration fee. Cancellation requests received within the 7 calendar days before the start date of the workshop will be non-refundable.

Quality Matters Inc. reserves the right to cancel any workshop; full refunds will be granted.

Substitution Policy:

Substitutions of participants will be permitted at any time prior to the start of the workshop.

For more information or to register, contact Quality Matters Inc. at (709) 722-7860, or email us at training@qualitymatters.net or visit our web site @ www.qualitymatters.net.



WORKSHOP REGISTRATION FORM

Leadership in Quality Workshop (2 Day)

Please fax to: **Quality Matters Inc.**
16 Forest Road, Suite 301
St. John's, NL A1E 0A5
Fax: 709-739-4864

Name: _____

Company: _____

Title: _____

Address: _____

Town/City: _____ Province: _____

Postal Code: _____

Telephone: _____ Fax: _____

Email Address: _____

Workshop Date: _____

IMPORTANT NOTE: For the Internal Auditor and Lead Auditor workshops, there is a prerequisite that the registrant must have an adequate knowledge and understanding of the applicable standard or specification, gained through training and/or experience. If you are registering for any of these workshops, have you met the specified prerequisite? Yes No

Method of Payment: Cheque enclosed (payable to Quality Matters Inc.)
 Invoice me

Signature: _____

How did you hear about this workshop?

Brochure Website Email
 Referral Other Sales Call

Is your company registered to ISO 9001, ISO 14001 or OHSAS 18001? Yes No

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