

Developing Quality Metrics



ARIZONA QUALITY ALLIANCE

Developing Quality Metrics

Will provide an overview on how to draft quality metrics:

- Communicate quality throughout the organization.
- That fit with your organizations strategic objectives.
- Enable decision makers to evaluate and improve quality and productivity throughout the organization.
- Use Microsoft Excel to create metrics....

"Bring your laptop computers with Microsoft office! It should prove to be a great time!"

PRESENTER

Agenda

4:00 - 4:30 – Registration and Networking
4:30 - 5:30 – Topic Presentation and Q&A
5:30 - 6:00 - Networking

Gerald Taylor – President and Managing Consultant TPMG LLC

Gerald Taylor is President of The Performance Management Group LLC, a firm that specializes in strategy, process improvement and leadership development. He has over 15 years experience designing and implementing business strategies and six sigma solutions. Gerald is a certified master six sigma black belt who trains and certifies six sigma professionals and quality practitioners to serve as technical experts in non-manufacturing organizations. He is a 2 time Baldrige examiner through the Arizona Quality Alliance and he has also participated as a 2 time quality examiner for The Arizona Governor's Spirit of Excellence in Government Award.

\$25 Member
\$35 Non Members

Date: Thursday, 8/12/2010

Time: 4:00 – 6:00 PM

Location:

Sonora Quest Laboratories (SQL)
630 N. Alvernon, #200 Tucson, AZ 85711

Training Room

(Light Refreshments provided)

***A networking
opportunity you don't
want to miss!***

Hosted by AQA

Sponsored by SQL

Registration

Name _____

Company _____

Address _____

City/State/Zip _____

Email _____

Phone _____

I have enclosed my **check** made payable to:

Arizona Quality Alliance (**preferred payment method**)

Credit Card

Visa MC AMEX

Card # _____

Exp Date _____

Fax to: 480 874-8680, or email to kshepard@arizona-excellence.com, or mail to address below:

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