

# Workshop: "Writing a Winning *State Quality Award Application: The Ropes to Know*"



**When: Wednesday, April 21, 2010**

- 08:30 – 11:00 am . - Workshop
- 11:00 – 12:00 noon. - Individual Questions with Instructor

**Cost: \$25 AQA members  
\$40 Non-members**

**Where: TBD**

**Instructor: Carla Carter, CPT, PMP** is president of Carla Carter & Associates, Inc., also known as the Center for Change Excellence. She brings over 20 years experience to her clients and she is nationally known for her work in the performance excellence arena and cited as one of the top leading women in the country by Quality Digest magazine. Seven of Carla's clients have won more than 20 national or state awards, including five writing against the full Baldrige criteria. Carla began her independent consulting career in 1990 with the American Productivity & Quality Center, home of the International Benchmarking Clearinghouse and a think tank created to assist the US in addressing international completion. She is a member of the Arizona Quality Alliance Technical Integrity Council (TIC) and holds a master's degree from Arizona State's Executive MBA Program.

## **Learning Objectives**

1. Describe the SQA Baldrige Criteria and its core values
2. Understand the scoring system of the SQA Baldrige Award process
3. Review a well-written application
4. Tips on writing a winning application
5. Understand the examiners' perspective
6. Answer questions regarding your current application

## **Course Overview**

You've spent many hours pulling together your organization's State Quality Award Application. Spend a few more and come away with new insights on writing a winning application!

## **Who should attend?**

- Current application writers to obtain last minute tips and information on application writing
- Organizations who are interested in preparing an application next year. Get a head start on the planning and writing process!

### **Registration**

Name \_\_\_\_\_

I have enclosed my check (**Preferred Method**)

Make payable to: Arizona Quality Alliance

Company \_\_\_\_\_

Credit Card

Email \_\_\_\_\_

Visa  MC  AMEX

Phone \_\_\_\_\_

Card # \_\_\_\_\_

Are you a first-time SQA applicant? Yes  or No

Exp Date \_\_\_\_\_

What sector of business do you represent? \_\_\_\_\_

Fax or mail to: 480 874-8680

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