

# Quality Management Conference

March 4-5, 2010

## People:

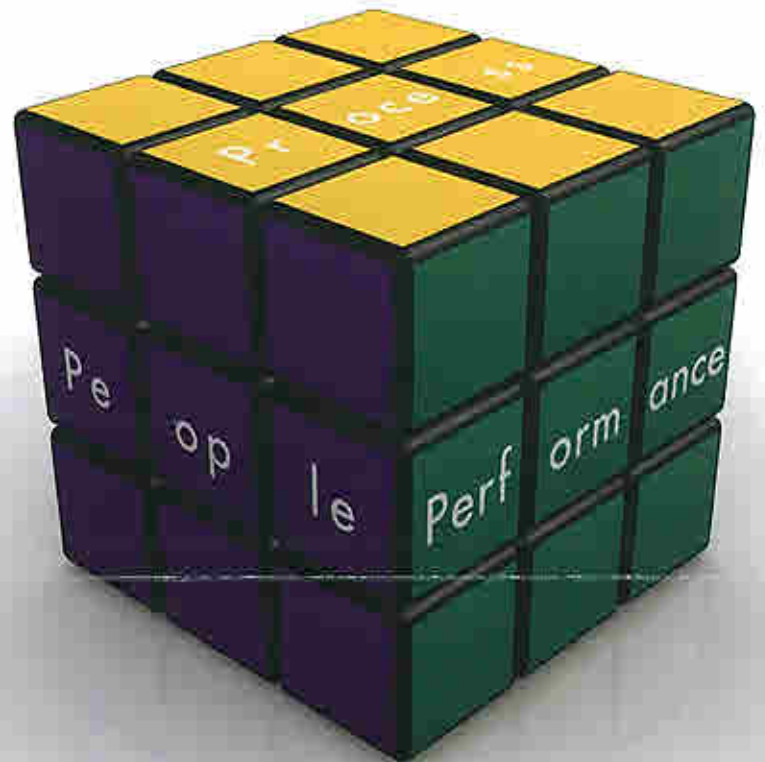
- Communications within organizations, especially knowledge transfer as employees retire
- Cultural, social, emotional, and political intelligence
- Training tools and techniques
- Skill building and personal growth management
- Relationship building within organizations, customers, and supply chains

## Processes:

- Change and Innovation as related to Improvement
- Sharing of 'lessons learned'
- Implementation and management of various Quality systems such as Lean, Six-Sigma, ISO, Baldrige
- Conducting a 'personal organizational' assessment
- Finding the process best suited to the organization, its products and services, and customers

## Performance:

- Identify existing performance levels using the 'right metrics'
- Examine the employees, management, and customer's perceptions of products and services
- Just how 'good' should performance levels be?
- What is performance management (\$\$\$ and/or people)?
- Benchmarking functional practices



**"Improvements Through People,  
Processes, and Performance."**

HILTON NEW ORLEANS RIVERSIDE  
NEW ORLEANS, LA

Preconference Courses: March 1-3, 2010  
Post-Conference Courses: March 6-7, 2010  
Certification Exams: March 6, 2010

