

## **Foundations of Quality**

**March 10, 11            Chicago, IL**

**Purpose:** In today's competitive environment, quality is an expected deliverable in customer contracts. Tolerance is dwindling for service errors and customer complaints; no longer can businesses afford the cost of redoing work or the potential loss of a contract due to marginal or nonexistent quality management systems. *Although, where do we begin or improve our current quality system? What are the common attributes for any quality system that can be expanded as our organization grows and improves?*

This two-day workshop will provide a practical guide and building blocks to develop and strengthen your quality management system. We will use the requirements of ISO 9001 and the Baldrige to understand the common elements and tools used to build a foundation for quality. This includes a process to drive improvement, moving your organization to a new level of achievement.

**Audience:** Executives, Quality Managers

### **HOTEL INFORMATION**

#### **Hyatt Regency Woodfield Schaumburg**

1800 East Golf Road, Schaumburg, IL 60173

Reservation: 800-233-1234 Tel: 847-605-1234 Fax: 847-605-0328

Room Rate: \$109 Parking: Complimentary

Reservations: Cut-Off-Date: February 16, 2010