

There is no cost to attend these sessions, but your RSVP is most appreciated! Please notify:  
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# INFORMATION FORUM

## 2011-2012 Calendar of Events

### **Sept. 12 Organize How You Innovate**

ISO 9004:2009 redefines the role of improvements and innovations within a QMS through connections with management knowledge, information, technology and learning processes. Explore the differences between innovations and improvements and understand the key sources and methods to innovate.

### **Oct. 10 Time to Renew Your QMS?**

How long have you been registered? How many re-registrations has your company accomplished? So the QMS works for the registrar, but is it still working for you? It might be time to use your internal auditing process to evaluate the efficiency of your documentation to the current operational system.

### **Nov. 14 Promptness Leads to Pro-activity**

Increasing customer work can strain current processes if loads have not been leveled between all responsible personnel. Discussion will center around the two key components of trust: character and competence that impact effective balancing of workloads.

### **Dec. 12 A Recipe to Nourish Your Team and Culture**

Fear and negativity spread as the stress of negative economic performance abounds in the news and in employee organizations. Learn how to counter the negatives with more powerful triggers, such as faith, belief and optimism. Learn six strategies to motivate your workforce to bring success in even the lowest of times.

*All sessions are held from 5:00 to 6:00 pm in the Reed Hall Cafeteria on the Rhodes State College campus, unless otherwise noted.*

*Certificates of attendance are issued for each session. One (1) re-certification hour is available, as approved by the American Society of Quality.*

### **Jan. 9 Continuous Improvement Examples from the Trenches**

Organizations implement improvements daily as a normal part of a successful business. Participants will share their successful efforts and insights with examples from the local trenches.

### **Feb. 13 Process Map vs. Flowchart**

Creating a process map that outlines an organization's processes can assist employees' comprehension of how the quality management system helps ensure a high-quality product.

### **Mar. 12 Material Deposition Center (MDC)**

Margo Meyer, director of the Material Deposition Center, will share an overview of the center's development.

### **Apr. 9 Outsourcing Control**

An ASQ survey showed companies that outsource business processes rank process management as the key area a provider can change to make the most positive impact on customer satisfaction. Industry expectations and suggested ideas for improvement will be presented.

### **May 14 Fundamental Thinking Problems That Prevent Improvement**

Thinking must change for a system to change because people drive any changes. The Vanguard Model is discussed as an effective way to perform a "check" of process performance allowing the problem-solving teams in this area to uncover all of the elements that need investigated within the process.

*\* Topics are subject to change\**