

Creating a Quality Culture: Going from Good to Great

Wednesday, June 8, 2011, at the U.Va. Richmond Center, 8:30 am–3:30 pm



Program Preview

Southwest Airlines, L.L. Bean, Disney—what do these three very different businesses all have in common? They are known for the high quality of service they consistently provide to their customers. Their approach to process improvement is seamlessly embedded within their organizations.

How can we in the private sector— where the main focus is service to our citizens— achieve this level of customer service in the face of limited budgets and resources? This one-day workshop will explain the concept of a quality culture where the focus is on process improvement, and the return on investment is a satisfied citizenry and a high-performing employee base.

At the completion of this workshop, you will be able to

- ▼ define a quality culture
- ▼ identify the principles of a seamless and continual process-improvement approach to business
- ▼ illustrate what this approach looks like at every level within the organization
- ▼ explain and apply a process-improvement model: its phases and application within the work environment
- ▼ assess the quality culture within your own work environment

About the Trainer

Sherry Doshier is a member of Chesterfield County's Center for Organizational Excellence. As curriculum coordinator, her duties include instructional design and planning Chesterfield University's curriculum; design and maintenance of the Chesterfield University and Quality System websites; and coordination of the online learning program and multimedia authoring initiatives. Sherry serves as a certified trainer and adjunct instructor for John Tyler Community College in connection with Chesterfield University's School of Quality and Continuous Improvement.

Sherry holds a B.S. in education from the University of North Alabama and has completed graduate work in instructional technology at VaTech. She is a member of the eLearning Guild.

Who Should Attend

Supervisors, managers

Program Details

Date & Time

Wednesday, June 8, 8:30 am–3:30 pm

Location

U.Va. Richmond Center, 804/662-7464
2810 N. Parham Road, Suite 300, Richmond VA 23294
<http://www.scps.virginia.edu/richmond/>

Travel Directions

<http://www.scps.virginia.edu/maps/ridirections.htm>

Cost

\$75, includes course materials.
Payment or PO# must accompany registration.

Cancellations

A \$20 fee will be charged for cancellations made by May 27. Cancellations after that date and no-shows will be charged the full registration fee.

New Online Registration!

Please call the Virginia Institute of Government at 804/371-0202 for your account password.

Then you can register online at:
<http://www.coopercenter.org/customer-portal>

Credit cards are only accepted with online registration.

For more information, please visit
www.VaInstituteofGovernment.org

Onsite Training

Let us bring the classroom to you. For details contact Billie Easton < bee2u@virginia.edu > 804/371-0202.

Questions?

Contact Danika Mansfield < dgm9h@virginia.edu > or Billie Easton < bee2u@virginia.edu > or call 804/371-0202.

Registration Form

Please submit only one name per registration form.

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Name _____

Title _____

Locality / Agency _____

Mailing Address _____

City _____

State & Zip _____

Phone _____

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Please indicate any special dietary or physical needs.

Make checks payable to: **Virginia Institute of Government, U.Va.**

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(Credit cards are only accepted with online registration.)

Fax registration form to 804/371-0234 or mail to

Virginia Institute of Government, U.Va.

700 East Franklin Street, Suite 700

Richmond VA 23219

Attn: Danika Mansfield



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