

# Developing Quality Metrics



## ARIZONA QUALITY ALLIANCE

### Developing Quality Metrics

Will provide an overview on how to draft quality metrics:

- Communicate quality throughout the organization.
- That fit with your organizations strategic objectives.
- Enable decision makers to evaluate and improve quality and productivity throughout the organization.
- Use Microsoft Excel to create metrics....

"Bring your laptop computers with Microsoft office! It should prove to be a great time!"

# PRESENTER

# Agenda

4:00 - 4:30 – Registration and Networking  
4:30 - 5:30 – Topic Presentation and Q&A  
5:30 - 6:00 - Networking

### Gerald Taylor – President and Managing Consultant TPMG LLC

Gerald Taylor is President of The Performance Management Group LLC, a firm that specializes in strategy, process improvement and leadership development. He has over 15 years experience designing and implementing business strategies and six sigma solutions. Gerald is a certified master six sigma black belt who trains and certifies six sigma professionals and quality practitioners to serve as technical experts in non-manufacturing organizations. He is a 2 time Baldrige examiner through the Arizona Quality Alliance and he has also participated as a 2 time quality examiner for The Arizona Governor's Spirit of Excellence in Government Award.

**\$25 Member**  
**\$35 Non Members**

**Date: Thursday, 8/26/2010**

**Time: 4:00 – 6:00 PM**

**Location:**

**Scottsdale Unified School  
District**

**Education Center / Boardroom  
3811 N. 44<sup>th</sup> St. Phoenix, AZ  
85018**

*(Light Refreshments provided)*

**A networking  
opportunity you don't  
want to miss!**

**Hosted by AQA**

### Registration

Name \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

I have enclosed my **check** made payable to:

Arizona Quality Alliance (**preferred payment method**)

Credit Card

Visa  MC  AMEX

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

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

Fax to: 480 874-8680, or email to [kshepard@arizona-excellence.com](mailto:kshepard@arizona-excellence.com), or mail to address below:

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