



Lunch & Learn Training Series

NEW web-based training



CQI is pleased to announce a new training feature!

LIVE web-based lunch & learn series and we provide lunch!

Join us for excellent learning with high quality speakers from the National Quality Institute (NQI).

NQI discounted rate PLUS CQI Members receive the added membership benefit discount on Training

Save 35%



Introduction to Project Management

\$100 Members
\$126 for non-members

Speaker:

Bernd Weller,
NQI

Explore the 5 important elements of good project management involving a team approach.

Whether you are a continuous improvement team implementing a solution to a problem, or charged with the responsibility of managing an important new project, this course will equip you with the basic project management information you need for guaranteeing a successful implementation.

[If you wish to take this course, please email us a cqi@cityssm.on.ca.](mailto:cqi@cityssm.on.ca)



Introduction to Strategic Planning

\$100 Members
\$126 for non-members

Speaker:

Bernd Weller,
NQI

Learn the 6 key elements of strategic planning that are critical for identifying your strategic goals and objectives.

Whether you are planning for the entire organization, or trying to align the strategic efforts, of your dept. with those of the organization, this webinar will give you the information you need to make sure your plan is effective and can actually be implemented.

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Introduction to SENIORWISE®

\$100 Members
\$126 for non-members

Speaker:

Catherine Neville,
Director, Quality Pgrams, NQI

Baby boomers, the largest demographic in the history of mankind, are beginning to revolutionize how we view and deal with seniors as customers, patients, citizens, and staff. **Are you ready?**

The number of seniors nearly doubled between 1981 and 2005, climbing from 2.1 million to 4.2 million.

This webinar provides an opportunity to become familiar with the issues surrounding this human tsunami and help you build a case for Becoming SENIORWISE® in your organization

[If you wish to take this course, please email us a cqi@cityssm.on.ca.](mailto:cqi@cityssm.on.ca)



Planning For PEP

\$100 Members
\$126 for non-members

Speaker: Catherine Neville,
Director, Quality Pgrams, NQI

Your organization has committed to an Excellence Journey using one of NQI's PEP (Progressive Excellence Program) criteria sets. And you are the one who has to make it happen!

This webinar introduces you to some effective planning tools to ensure you get the job done right the first time.

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Lunch & Learn Training Series Cont'd



How to Use a Strategic Decision Matrix

\$100 Members
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This webinar will help you understand the elements of and uses for a decision matrix. It will outline the benefits and allow you to use a decision matrix to make strategic decisions that align with weighted criteria.

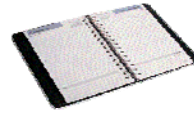
Case Study: Help Slim Morton's Coffee shop decide where to spend their scarce resources. Which of the following should they do:

- Expand to the U.S.
- Invest in the Flip the Grip promotion
- Start serving ice cream
- Do nothing this year

This webinar walks you through the process of using a decision matrix. In the end you will successfully choose one of the above options using a strategic decision matrix.

Speaker:
Adam Stoehr, Vice
President
Educational
Services, NQI

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Speaker: Dr.
Trevor Smith

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Which Tools to Use? ISO 9001? Lean? Six Sigma? Business Excellence Model?

\$100 Members
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Explore managing an effective strategy and portfolio of improvement tools to establish a robust business quality culture.

Learn some tips on how to ensure success of your improvement strategy by selecting the most appropriate tools and framework.

Topics: leadership tools, contexts and frameworks including Lean, Six Sigma, ISO 9001 and Business Excellence models will be described and participants will be shown how to select the right approach from the varied "improvement toolbox" for their business.



Intro. to The Multi-Generational Workplace

\$100 Members
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Canadians in the workforce aged 55 to 64 has never been higher - 3.7 million people representing 16.9% of the workforce.

This group grew 28% from 2001 to 2006 according to Statistics Canada. Increasingly, the Y Generation and the Boomers are bumping heads!

This webinar introduces you to the needs of all working generations and beyond as you think about building a healthy workplace for tomorrow... today.

Speaker: Catherine
Neville,
Director, Quality
Pgms, NQI

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Understanding the Cost of Quality

\$100 Members
\$126 for non-members

Understand the elements of the cost of quality. Learn a strategy on how to improve your organizations' cost of quality. See where the cost of quality fits in with conventional accounting. The cost of Quality is made up of:

- Prevention
- Inspection
- Failure

You will also see research conducted by the University of Waterloo analyzing the differences between the cost of quality for service and manufacturing organizations. Work your way through a case study and see how to minimize your overall cost of quality and reduce the cost of non-conformance:

- Should they increase investment on training?
- Should they invest in quality assurance?
- Should they bring in extra people for re-work?

Speaker:
Adam Stoehr,
Vice President
Educational
Services, NQI

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Lunch & Learn Training Series Cont'd



Overview of Process Mapping

\$100 Members
\$126 for non-members

Speaker:

Adam Stoehr,
Vice President
Educational
Services, NQI

Understand the power of process mapping. Learn how to be efficient and effective by documenting processes to identify and attack failure and inspection costs.

A Process Map is a chart that shows how work flows through the functions in an organization. It captures and records how a particular input is processed by identifying each step required to convert inputs to outputs. By the end of the session you will be able to:

- Communicate the differences between the 3 levels of process mapping
- Identify opportunities for improvement in using process maps
- Understand the benefits and pitfalls of process mapping

[If you wish to take this course, please email us a cqi@cityssm.on.ca.](#)



Basics of Quality

\$100 Members
\$126 for non-members

Speaker:

Adam Stoehr,
Vice President
Educational
Services, NQI

This course provides an opportunity to become more familiar with the concepts, quality tools, process, and practice involved in achieving organizational excellence.

Quality concepts as "easy" as the game of baseball. Using the metaphor of the game of baseball this webinar will introduce NQI's Framework for Excellence and Canada's Awards for Excellence.

[If you wish to take this course, please email us a cqi@cityssm.on.ca.](#)

Watch for more training options coming soon including:

Face-to-face training with NQI trainers brought to Sault Ste. Marie—save on travel, accommodation and staff absenteeism!

Live Webinars that are split into half-day sessions to fit around your busy schedule.

Coming in September!

Sept. 3 & 10th "Introduction to Root Cause Analysis" live webinar (Part I and Part II from 9 am to 1 pm)

Sept. 17 & 24th "Operational Root Cause Analysis"

Questions or comments? Email us at cqi@cityssm.on.ca or call Karen at 705-254-6709.

Visit our website for a complete listing of events and training at

www.qualitycommunity.ca