

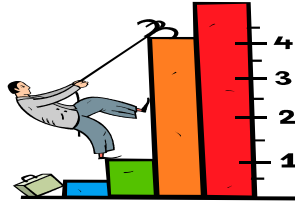
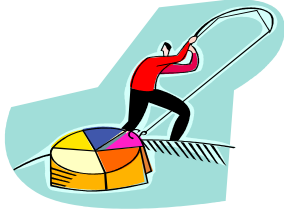


ASQ Sacramento Section 605

Proudly Presents



“Change Management - Management by Fact” and “Performance Review Programs - Focus on Results”



Thursday, September 16, 2010
Delta Dental of California
11155 International Drive,
Rancho Cordova, CA 95670

About the Presentation: Change Management - Does your organization follow the Malcolm Baldrige National Quality Award (MBNQA) Core Values and Concepts related to Management by Fact? What does it take to transition from decisions through “gut feel” and “whoever shouts the loudest” to manage using data and information? Chris will describe key issues related to change management, solutions based on lessons learned, and will solicit participant contributions based on their own experience trying to transform their organization’s culture towards Management by Fact.

About the Workshop: Performance Review Programs - Does your organization Focus on Results and Creating Value? Or, do you have data, information, and knowledge management systems that inundate leadership with reports and numbers that can neither be trusted, nor used to improve bottom line results? Chris will describe key issues related to metric operational definitions, acceptance, measurement, and presentation based on experience and lessons learned, and will solicit participant contributions based on their own experience trying to Focus on Results. The workshop will contrast what we understand from presentations and reports to what the reports really say.

About our Speaker: Chris Moore is a senior member of ASQ and past chair, chair elect, and secretary of Sacramento Section 605. He is a former senior, lead examiner and judge for the California Awards for Performance Excellence and three other systems and the California Team Excellence Award. Chris served as Director of Quality for two large Air Force organizations and is a certified facilitator and instructor in several quality bodies of knowledge. He is a CSQE, CQA, CMoQ/OPE and CQE, and Project Management Professional.

AGENDA	Buffet Dinner
5:15 - 5:45 Registration & Networking	Chicken Cordon Bleu Green Salad Dinner Roll Cheesecake Coffee, Tea, and Sodas
5:45 - 6:45 Pre-Dinner Workshop	
6:45 - 7:15 Dinner and Networking	
7:15 - 7:30 ASQ Section Business Meeting – Section 605 Chair – Matt Harris	
7:30 - 8:30 Post Dinner Workshop	

RESERVATIONS: Sign Up By Monday, September 13, 2010

Meeting Fee (\$20) includes Dinner (If a veggie meal is needed, please indicate in your RSVP)

To sign up for this event, please e-mail Jeanette Bevard at jbevard@delta.org or call 916-861-2759.

Program Cancellation Policy:

ASQ Section 605 - Sacramento reserves the right to bill those individuals who have registered for a program yet fail to attend. ASQ Section 605 must absorb costs of the prepared meals for all “no-shows.” If you register for a meeting and find you are unable to attend, call Jeanette Bevard at 916-861-2759, and leave a message of your cancellation. *If the message is not received 48 hours prior to the event, you will be charged.* Thanks for your continued cooperation. Keeping costs down will allow us to offer better programs in the future. Section 605 appreciates your participation.