

Quality Management

Bringing out the best of the best you do every day!



Program Overview

This workshop focuses on improving the quality of products and services that you provide by helping participants understand the importance of quality management and customer service and satisfaction.

Modules

1. What is Quality
2. Importance of Quality Management
3. Importance of Customer Satisfaction
4. Way to Improve Quality
5. Cost of Quality

Target Audience All - Please note that this program can be tailored to meet the specific needs of the audience or organization.

Length of Presentation 1 day workshop

Goals and Expectations

To stress the importance of offering quality products and services: participants in this workshop will be able to define what quality means to them and how they plan to achieve it. To emphasize the importance of the customer: participants will learn that quality management is critical to keep customers satisfied. Participants will be able to calculate the cost of quality and understand how to best maximize profit while keeping quality high.

Thumbnail Speaker Biography

- CEO of non-profit and for-profit organizations
- Entrepreneur
- 2007-2008 Kutztown University Frederick Douglass Scholar

Handouts, Activities and Q&A Session

Provided by Speaker

DR. NATHANIEL J. WILLIAMS

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