

QS TRAINING

TRAINING COURSE:
BUSINESS EXCELLENCE & EFQM



QUALITY
SCOTLAND

Understanding the Difference Between Standards and Frameworks

Find your way through the quality jungle...

This workshop will provide an overview of the various quality models: EFQM, The Big Picture, Customer Service Excellence, Investors in People, Balanced Scorecard etc. It will show what they can do to improve organisations, how they can compliment each other and how their different elements can dovetail into effective organisational development tools. Sheila will provide a down to earth approach to quality frameworks and lead you through the quality jungle with excitement rather than fear of where to go next.

Who should attend?

HR, Training and Development or Quality managers. Those who wish to gain an over view of lots of Quality Models.

What will you gain?

- An overview of the main Quality Models
- Explain the difference between a quality standards, frameworks and performance improvement tools
- Identify the key benefits of using the difference systems
- Decide which quality system would be most useful in a variety of situations

To book your place at this highly valuable learning and networking opportunity, log on to www.qualityscotland.co.uk or contact Frances Farrelly on 0131 556 2333 or email info@qualityscotland.co.uk.

YOUR TRAINER



Sheila Fraser

Sheila Fraser Associates

Sheila has worked extensively with organisational development models since 2002 including EFQM; The Big Picture; IIP; Customer Service Excellence; Balanced Scorecard. She has designed and developed training materials to support understanding of and ability to utilise quality models. She has extensive experience of mapping frameworks and standards together. In 2004 she worked with IIP UK to carry out a detailed mapping of EFQM to the Investors Standard. She contributed to the content and structure and text of the Scottish Executive publication 'Promoting Excellence'. She is a Quality Scotland accredited assessor. Neil McMillan (Staff Training & Development Manager) believes: "Sheila Fraser's commitment to and knowledge of quality models and organisational tools is unsurpassed. Her wealth of knowledge of the subject and her boundless energy and enthusiasm as well as the support and advice she has given us have been key in encouraging our organisation to review the way in which we understand and approach quality."

18 August 2010, Edinburgh

Duration	1/2 day
Cost	
Members:	£95.00 + VAT
Non-Members:	£155.00 + VAT

Quality Scotland, 11 Abercromby Place, Edinburgh EH3 6LB T: 0131 556 2333
Promoting Business Excellence



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