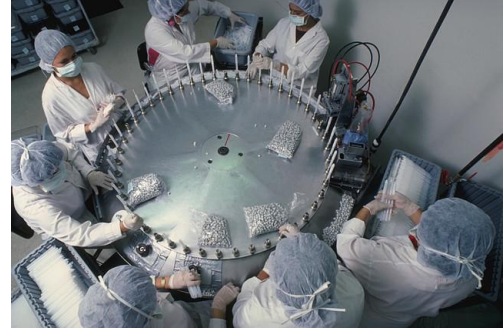




Transformation to a High Performance Quality Culture

This program will help you to elevate your organization's quality performance. Your managers will learn how to harness the ideas and energy of their employees for quality improvement. IF your efforts to improve quality performance have plateaued despite management support... IF you have too many batch sheet errors... IF your reject area needs to be expanded... IF you have too many deviations, THEN more topdown initiatives won't work. You need to motivate all of your employees to help each other to integrate quality as a habit rather than an add-on task that has to be remembered. At the end of this program the organization will have measured evidence of behavior change leading to improved quality.



Who Should Attend: Managers and employees in production, QA, and support groups; anyone whose work affects the quality performance of the company

Class Length: One day seminar for managers and half a day for employees

Maximum Class Size: 20

Course Prerequisites: Employees should have a working knowledge of cGMP's. The organization should have its basic QSR structure in place.

Course Objectives: At the conclusion of the class a participant will have an understanding of the following:

- How to achieve measurable behavior change in large groups of employees
- How to use the power of positive peer pressure
- How to use measurements to drive behavior change
- Why even the strictest of procedures and extreme supervisory oversight cannot achieve the level of quality performance you need to remain competitive
- How to motivate your employees to follow up on their own initiatives to implement positive change in the workplace
- How to guide your employees to maximize their resourcefulness within their area of control
- How to lead your employees to help each other to elevate quality performance
- How recognition of employee achievement drives performance
- How teamwork can create almost perfect batch sheets, qualifications, analyses, and many other documents
- How Cultural Transformation will lead a reduction of deviations, investigations and rejected product
- How to build consensus in a team environment

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