

Mindset for Focused Improvement: Principles and Practices for World-Class Quality Management

*A Workshop for Individuals Making a Difference in Organizations
Presented by Budd Babb, Ph.D.*

Date: Tuesday, March 9, 2010
Time: 9:00 AM – 12:00 PM
Location: Talbot County Chamber of Commerce
101 Marlboro Avenue
Easton, MD 21601

Registration & Information

Call: 410-822-5653 by Friday, March, 2010

How we think about performance is the most important factor in achieving true and ongoing organizational excellence. Our “Mindset” either prevents or supports our successful use of tools, techniques, plans, teams and new methods or technology. A “Mindset for Focused Improvement.” is based on principles and practices that guide our decisions and actions for creating and sustaining organizational success. This interactive workshop will focus on proactive principles and practices that everyone in an organization can utilize to achieve high quality, outstanding performance and exceptional customer satisfaction. Participants will learn how to differentiate between producer priorities and customer priorities and manage these for win-win solutions. Additionally, a simple model for creating and sustaining organizational excellence will assist participant to make sense of how a “big picture” strategy can be used to carry out and coordinate the details and steps needed for company-wide achievement. Lastly, the Focused Improvement Process will be presented and enable participants to develop an Improvement Plan for a key work process in their world of work.

The “Mindset for Focused Improvement” is facilitated by Dr. Budd Babb a management and organization development consultant with more than 25 years of successful experience assisting managers and work teams for a wide-variety of organizations across North America including manufacturing companies, service organizations, hospitals, universities and government agencies to improve individual, team and organizational performance, redesign key business processes and provide excellent products and services continuously.