

QUALITY BASICS

PARTICIPATION

3rd July 9am BST

This free seminar will last
45mins including questions.

SEMINAR VENUE

Conference Room
Midlothian Innovation Centre,
Conference room.
Pentlandfield, Roslin

KINGSWAY MANAGEMENT SERVICES



is an established Edinburgh based management services and consultancy company with a diverse range of skills and an international reputation.

Our client base ranges from large international institutions like United Nations Agencies and the World Health Organisation to smaller locally based enterprises like energy specialists on Scottish Islands.

Our aims are to raise standards of business by providing services to help business compete more efficiently and profitably.

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QUALITY BASICS



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Small Business Standard and Business Evaluator :

<http://www.thecqi.org/Knowledge-Hub/Resources/Small-business-standard/>



QUALITY BASICS

WHAT YOU WILL GET FROM PARTICIPATION IN THIS FREE EVENT

1. An introduction to Quality
2. Tools to get started
3. Follow up

AN INTRODUCTION TO QUALITY

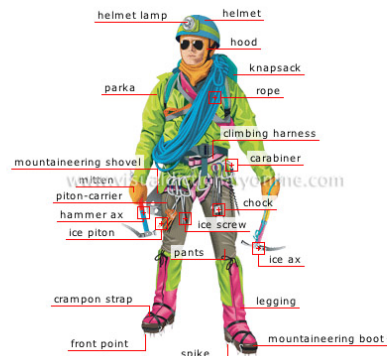
Quality is the key element that marks out a business as different. Quality is about achieving full and consistently reliable client satisfaction with your products and services.

We want to help you focus on Quality in Business addressing topics that are relevant to small businesses. We are introducing something simpler and more accessible than the exacting ISO standards.

TOOLS TO GET STARTED

Adopting the Small Business Standard from the CQI MCR, this simplified quality process is designed for small businesses. We will introduce this standard and illustrate its recommendations with a few simple examples.

We will also introduce you to the free issue Business Evaluator self assessment tool and provide some guidance on how you might use it.



Build in the tools you need

Quality makes you stand out

FOLLOW UP

Having introduced these tools we will leave with some guidance on how to use them to achieve real business success.

A range of free seminars/webinars which directly address the implementation of a management system will be made available to help complete achievement of your objectives.

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