



PROCESS QUALITY ASSOCIATES INC.

"We Engineer the Quality of Your Success"

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FACILITATORS - TRAINERS NEEDED

CLIENT'S SITUATION

IQPC, a leading edge company holding conferences dedicated to providing accurate, objective and up-to-date developments and trends in various industries and government, was in need of experienced Facilitators for a Business Process Management Congress to be attended by Sr. Executives from Canada, USA, Europe, and Hong Kong.

PQA'S TASK

Develop a full day Master Class program and a Interactive Discussion Session for the Business Process Management Congress being held in Toronto ON.

PQA'S ACTION

PQA's Sr. Consultants **Glenn Black, Don Whitred, and John McLellan** designed and presented a 1-day Master Class workshop on "Business Process Auditing". Topics included: rapid process assessment techniques, QMS auditing techniques, Six Sigma methodologies, and continuous improvement philosophies.

Glenn Black also delivered the Interactive discussion session on Process Models for Overcoming the Technical Challenges of Business Process Management.

CLIENT'S RESULTS

On a scale from 1 (Poor) to 5 (Excellent), PQA received a satisfaction rating from attendees ranging from 4.2 to 4.9 (average of 4.64). The average score was 3.55 of the thirty one other speakers who presented. **Therefore the discriminating Sr. Executives who paid up to CDN\$5,300 to attend found PQA to be 30.7 % better than the leading consultants from 2 continents.**

(See the scores from IQPC attached)



International Quality & Productivity Centre

March 5, 2004

Mr. John McLellan
Partner/Associate
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Dear John:

I'd like to take this opportunity to thank you again for your contribution to **Business Process Management** at the **Old Mill Inn, Toronto**.

You'll be pleased to know that your work was well received by our delegates. The following table summarizes delegate feedback on evaluation forms, showing the overall speaker average. The tabulated results are based on a scoring system with **1** being the lower and **5** being the higher.

	Style/ Delivery	Content
Overall Speaker Average	3.6	3.5

I appreciate your time and efforts in making this conference a real success, and I hope we have the opportunity to work together again in the future.

IQPC is always looking for new conference ideas. Please feel free to give me a call anytime with your thoughts/ suggestions. Your input is very important to our organization.

Yours sincerely,

Nancy Brioux

Conference Director

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WORKSHOP EVALUATION TABULATION

Pre-Congress Master Class

Undertaking a Process Audit to Ensure the Successful Implementation of Business Process Mgmt. in your Organization

Name of Facilitators: John McLellan, Glenn Black, Don Whitred

Facilitator's Company: Process Quality Associates Inc.

Date & Time: Monday, February 23, 2004- 9am-4:30pm

	Total Scores	Average
Communication	42	4.7
Preparedness	44	4.9
Handouts/ Materials	38	4.2
Leader's Overall Performance	43	4.8
Meeting Facilities	41	4.6
<u>Additional Comments</u> <ul style="list-style-type: none">• Glenn Black especially, dynamic/enthusiastic/knowledgeable<ul style="list-style-type: none">• Good use of props Glenn!• Glenn, great day most enjoyable well laid out<ul style="list-style-type: none">• Good example – reached us all• Glenn is very energetic and set a tough act to follow for his fellows<ul style="list-style-type: none">• Did get useful tools and insights• Knowledgeable, experienced presenters		
<u>Future Workshop Suggestions</u>		