



# Service Excellence Consulting Pty Ltd

## Registration to attend training workshop

### Workshop Details

Title	Key Concepts in Service Delivery and Quality Management
Description	Workshop covers the following topics: <ul style="list-style-type: none"><li>• Quality/Service Delivery overview</li><li>• Getting Started – the Quality Plan</li><li>• Risk management</li><li>• Drafting Policies and Procedures</li><li>• Document Control</li><li>• Monitoring and Feedback</li><li>• Internal auditing</li></ul>
Date	Tuesday 21 <sup>st</sup> June 2011
Times	9am to 5pm
Location	RCSA, Level 3, 63 Exhibition St, Melbourne
Dress	Smart casual
Cost	\$500 plus GST for the first attendee from a company, \$300 plus GST for additional attendees
What to bring	Copy of your RCSA SDS and/or ISO 9001 Quality standard
Post course work	Post course work - attendees to draft a Quality Assurance Plan, or conduct internal audit on their own organisation.

### Attendees:

Names	
Total Fees (incl GST)	
Company	
Tel Number and email address	
Dietary Requirements (if any)	

### Payment:

Please make electronic payments to  
Service Excellence Consulting Pty Ltd  
BSB 803-140  
Account: 12020794

If paying by cheque, mail to  
Service Excellence Consulting Pty Ltd  
PO Box 268  
Sandringham Vic 3191