



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">• Quality/Service Delivery overview• Getting Started – the Quality Plan• Risk management• Drafting Policies and Procedures• Document Control• Monitoring and Feedback• Internal auditing
Date	Thursday 30 th June 2011
Times	9am to 5pm
Location	RCSA, Level 6, 17 Castlereagh Street, Sydney
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
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