



Post Office Box 206 \* Poway, CA 92074-9998 \*858-217-6628

## **QSC's 2024 Annual Meeting Notice**

The 2024 Annual Meeting of the Quality Service Council will be held virtually on Friday, April 5, 2024, from 11:00 am EDT to 1:00 pm EDT. All members are welcome and encourage attending. The various committees will report on their results for the past 12 months, and QSC's chairman and executive director will offer their goals and objectives for the 2024-2025 year.

For more information, please email us at: [info@qualityservicecouncil.org](mailto:info@qualityservicecouncil.org)

## **2024 Educational Offerings & Webinars**

The Quality Service Council is pleased to endorse the Quality Matters curriculum for our members. The Quality Matters programs offer a wide range of quality-related courses ranging from an Introduction to QM to Higher Ed APQMR, and the K-12 APP. For a complete listing of programs and course offerings, please click on the following link:

<https://www.qualitymatters.org/professional-development/workshops>

The Quality Service Council also is offering the following webinars this year. To register or request more information, please email us at:

[info@qualityservicecouncil.org](mailto:info@qualityservicecouncil.org)

## An Introduction to Quality Service Standards:

Companies that utilize quality standards have demonstrated their ability to outperform competitors by 12-28% depending on their industry and markets. The key to creating business excellence is to have in place quality service standards that focus on processes, people, and performance. This introductory course by the QSC will help managers and supervisors in service-driven companies understand and identify their key quality service standards and how to measure them on a regular basis.

### **2024 Webinar Course Dates:**

January 18-19; February 22-23; March 7-8; April 11-12; May 9-10; September 12-13; October 3-4.

## Lean Six Sigma: How to Improve the Quality Performance of Your Business:

Six Sigma is a method that provides organizations tools to improve the capability of their business processes. This increase in performance and decrease in process variation helps lead to defect and cost reduction, as well as improvement in profits, productivity, employee morale, and quality of products or services. “Six Sigma ( $6\sigma$ ) quality” is a term generally used to indicate a process is well controlled (within process limits  $\pm 3\sigma$  from the center line in a [control chart](#), and requirements/ or tolerance limits  $\pm 6\sigma$  from the center line) Through the QSC, you can learn at all Six Sigma levels and apply improvements to your industry: from complete beginner to advanced, and on your way to certification.

### **2024 Webinar Course Dates:**

January 22-26; February 19-23; March 11-14; April 15-18; May 13-16; September 23-26; October 21-24.

## Quality Auditing to Boost Your Business:

Learning how to be an Internal Quality Auditor is a proven way to boost your bottom line results! Learn best practices and how to prepare for and conduct ISO audits, or get trained as an internal or lead auditor so you can assess compliance based on your company's standards. Use our courses to learn more about ISO

standards, or to prepare for our Certified Quality Auditor exam. Our trainings are offered in many formats to suit your needs, whether in person, virtual online, or as e-learning.

**2024 Webinar Course Dates:**

January 15-18; February 12-15; March 18-21; April 22-25; May 6-9; September 16-19; October 7-10.

**Understanding ISO 13485 Requirements for Your Medical Business:**

This course helps you understand ISO 13485:2016 requirements. You'll apply and interpret ISO 13485:2016 clause-by-clause and know what's different about this standard from ISO 9001. The course is especially designed for auditors, supervisors, and managers in the medical device industry.

**2024 Webinar Course Dates:**

January 29-31; February 26-28; March 25-27; April 8-10; May 20-22; September 23-25; October 28-30.