

New Zealand Quality Day- Programme

The theme for the day is “The Quality Journey” - 30 years with NZOQ

The presenters and the organisations they represent, provide unique perspectives on approach, delivery and achievement in their respective sectors of the New Zealand business community.

8.30am - 8.55am

Registration

Coffee and tea available

8.55am - 9.00am

Opening Address and Welcome

Roger Atkinson, NZOQ President

Programme Review and Housekeeping

Ailsa Milner, Session Facilitator

09.00am - 09.45am

Reg Garters

NZIM Canterbury

Chief Executive

Managing ourselves and Leading others:

In this session Reg Garters will share some of the universal truths that have been distilled from research, practical application and organisational performance in relation to leadership and high performance. Special emphasis will be given to the notion that managing ourselves well is a critical prerequisite to leading people. Key strategies for achieving both will be put forward.

09.45am - 10.30am

Edwin Boyce

New Zealand Post

Engineering Service Manager

Facing up to DMAIC

NZ Post has been using Six Sigma to improve its processes over the last few years. In one particular case, the correct facing of mail in the sorting machines, showed that the discipline of DMAIC can be followed without getting too deeply into statistics.

10.30am - 11.00am - Morning Tea and networking

11.00am - 12.00pm

Jim Magee

Chief Executive

Nurse Maude Association

Is Accreditation Enough?

Having just achieved QHNZ accreditation for the second time the NMA management team asked themselves whether this was the best, or only, vehicle by which to achieve the full potential of the organisation. To answer the question required an examination of the advantages and limitations of accreditation and a review of possible alternative approaches.

12.00pm - 12.30pm

Brian Walsh

Sustainable Business Network

Coordinator

Give us the Tools and We'll Do the Job – empowering sustainability in Small to Medium Enterprises:

The Sustainable Business Network has launched the **Get-Sustainable Challenge** so Businesses now have the perfect tool to help them on their journey to become more sustainable – and to **measure their performance** along the way. The programme arose out of the needs of SME's who wanted to be more sustainable but needed “ the tools and a plan”.

12.30pm- 1.30pm - Lunch Break and networking

1.30pm - 1.55pm

Doug Bell

University of Canterbury MBA Programme

MBA Student

Staying on top: Quality assessment for a highly successful finance company

Infiniti Capital is a highly successful company in the hedge fund industry that has experienced phenomenal growth during the past few years. A team of four MBA students from the University of Canterbury conducted a quality assessment for Infiniti using an online assessment tool. This presentation discusses the processes and key learnings from the project.

1.55pm - 2.00pm

NZOQ Presentation to Susan Diston-Strange,

Top Quality Assurance student 2006.

2.00pm - 2.45pm

John Deely

Ultimate Carwash Café

Proprietor

Creation of a Customer Focused Business

I drove into the service lane, a bit like a service station, where a pleasant young man confirmed my requirements, took my keys and offered me a complimentary coffee. I enjoyed the coffee in a vibrant and humming environment while I waited for my van to be cleaned. Definitely not the traditional view of a service station!

John Deely will explain how he created the Ultimate Carwash Café.

2.45pm - 3.15pm

John Veix

Solar Electric Specialists Ltd.

Manager

Introduction to Photovoltaic Renewable Energy

Background into Photovoltaic systems and how they operate in a non-technical sense. How the systems operate and their uses. The importance of energy efficiency. Why the Sustainability EXPO promotes Information and education.

3.15pm - 3.45pm - Afternoon Tea and networking

3.45pm - 4.15pm

Alison Carter

Medlab South

Nurse Consultant-Infection Control

Reducing Intravenous Line Sepsis—Does it Save Lives? A Quality Improvement Process.

This presentation will demonstrate how, with some minor quality improvement processes, a significant health care issue related to both morbidity and cost was eliminated from a provincial health care facility.

4.15pm - 4.30pm - Wrap up

4.35pm - 5.15pm - NZOQ National AGM.

5.15pm - 6.15pm - NZOQ 30th Anniversary Cocktail Hour

7.30 pm - late - NZOQ Quality Day & 30th Anniversary Celebration Dinner at Dorothy's

(payment with registration required)

Registration Form

Please register me for:

New Zealand Quality Day 2007 Tuesday 12th June 2007

NZOQ & MBA Students	\$90.00	<input type="checkbox"/>
NZOQ/NZBEF members	\$110.00	<input type="checkbox"/>
Non Members	\$140.00	<input type="checkbox"/>
“Dinner” Members	\$32.50	<input type="checkbox"/>
“Dinner” Partners of Members	\$32.50	<input type="checkbox"/>
“Dinner” Non-Members	\$65.00	<input type="checkbox"/>
Yes I will attend the NZOQ Quality Day Dinner		<input type="checkbox"/>
Total _____		

NB: If attending Dinner please add cost to registration fees.

Yes I will attend the NZOQ National AGM and 30th Anniversary Cocktail party (No Charge)

Cancellation: A cancellation fee of 20% applies for all cancellations made two weeks prior to the seminar date. A cancellation fee of 60% applies for cancellations made after this. Substitutions may be made - please advise any changes promptly.

Name:

Organisation:

Address:

Ph:

Fax:

Email:

Special Needs (State):

Registrations Close 6th June 2007

Please complete the above and send with payment to:

**NZOQ (Canterbury Branch)
C/- 45 Rayburn Avenue, Papanui
CHRISTCHURCH**

Objectives

To provide an educational and networking forum for professional development for members of the New Zealand Organisation for Quality, colleagues and others interested in improving quality systems within their business area.

Enquiries

All enquiries should be made to:
Andy McNaught
Phone 389 7095

Email: andy@nzfl.co.nz

Please complete and return the registration form by 4.00pm on 6th June 2007.

It is important we know the numbers attending the AGM and Cocktail Party for catering purposes.

Please Note:

If attending the anniversary dinner the cost must be included with your registration fees for booking purposes.

And thank-you to our wonderful sponsors



Coming to Dorothy's tonight?

A gourmet three course menu followed by coffee will be served. The dinner cost (subsidised by NZOQ) provides an opportunity to gather, reminisce and celebrate 30 years of progress with NZOQ.

"A cash bar is available."

Registered as a private training establishment by the New Zealand Qualifications Authority under the provisions of the Education Act 1989 and its subsequent amendments.

New Zealand Quality Day



New Zealand Quality Day

“The Quality Journey” - 30 years with NZOQ



A Professional Development Seminar

Date: Tuesday 12th June 2007

Time: 8.30am—4.30pm

Seminar Venue: Latimer Hotel & Conference Centre
30 Latimer Square
Christchurch 8001

Dinner Venue: Dorothy's Boutique Hotel and Restaurant
2 Latimer Square
Christchurch

7.30pm - Late

Limited Places