

*Webinar on*

# **Best Practices for Using Your Quality Management System's Quality Objectives and KPIs for Meaningful Process Improvement**

# Learning Objectives

*A detailed review of each clause within each standard that requires the use of data and the setting of quality objectives*

*The meaning and purpose of process measurement*

*Understanding how to develop the right measures for your organization and area of responsibility*

*Deciding how to measure each quality objective*

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*Establishing the baseline starting point measures*

*Establishing improvement goals once the baselines have been set*

*How to measure consistently allowing proper interpretation of results*

*Using your objectives to make world-class process improvement decisions*

*Improving upon your improvements – how to manage this never-ending cycle*

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Numbers, data, facts, perfect information all allow us to make more informed less risky decisions in every aspect of our lives. Due to the increased demands and business pressures to do more with fewer resources, decision-makers in every organization are tasked with making fast and informed decisions.

**PRESENTED BY:**

*Education: Bachelor of Arts Economics  
- Cleveland State University 1980  
MBA, Masters of Business  
Administration- Baldwin-Wallace  
College 1986  
40 years of industrial & service  
focused process improvement  
experience  
Supply Chain, Manufacturing,  
Purchasing, Operations, Materials  
Management experience as an  
employee of companies such as;  
Picker International, Van Dorn Plastic  
Machinery, Stanley Works  
29 years of successful quality  
management system design &  
development  
22 years as President of Innovative  
Quality Services Company, Inc.*

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

# Webinar Description

Numbers, data, facts, perfect information all allow us to make more informed less risky decisions in every aspect of our lives. Due to the increased demands and business pressures to do more with fewer resources, decision-makers in every organization are tasked with making fast and informed decisions.

Knowing how what to measure, how to measure it, what the data says where you are now, where you want to be in the future, deciding when the future really is and how to get there are all very complicated decisions. Wrong decisions can destroy a business.



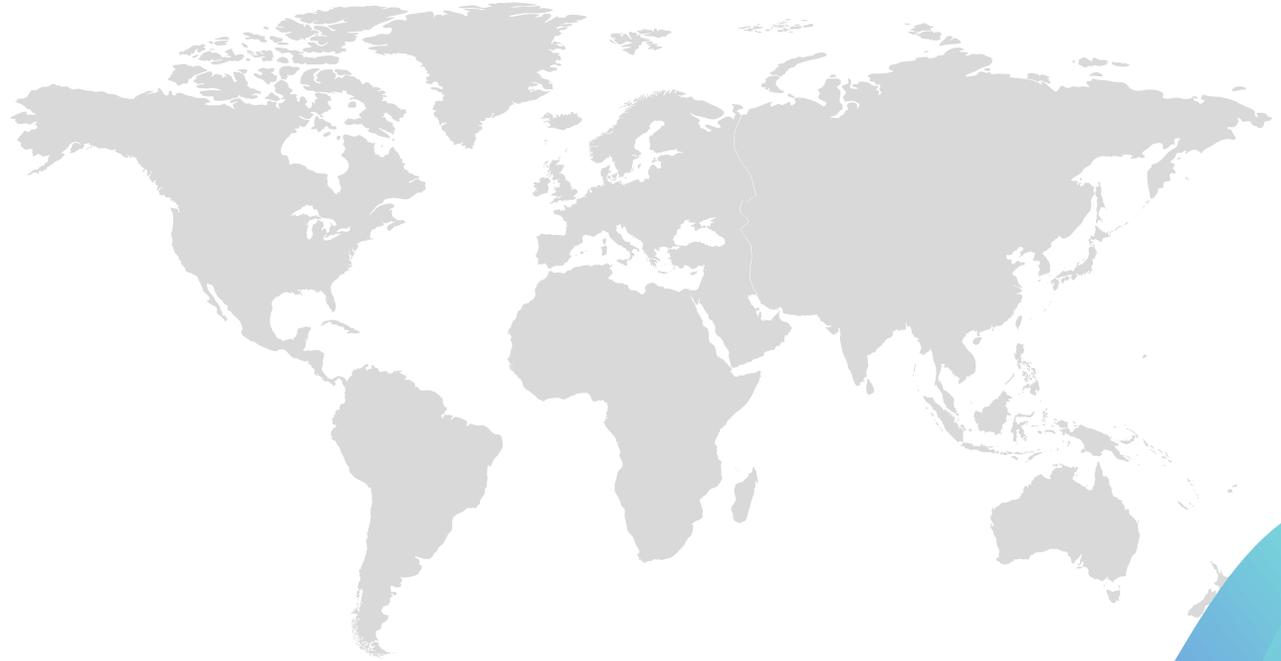
Learn why it is so important to never make costly incorrect decisions and more importantly how to make sound decisions leading to job stability and company profitability.

Michael Mathe has personally assisted well over 400 organizations over the past 25 years with certification to the ISO 9001 series family of standards including ISO 9001, AS9100, IATF 16949, ISO 13485, ISO 14001 and ISO 45001 each of which includes major sections on the gathering and use of data. Successful registration includes the need to establish and use these KPIs to identify and act upon necessary process improvements within your business operations.



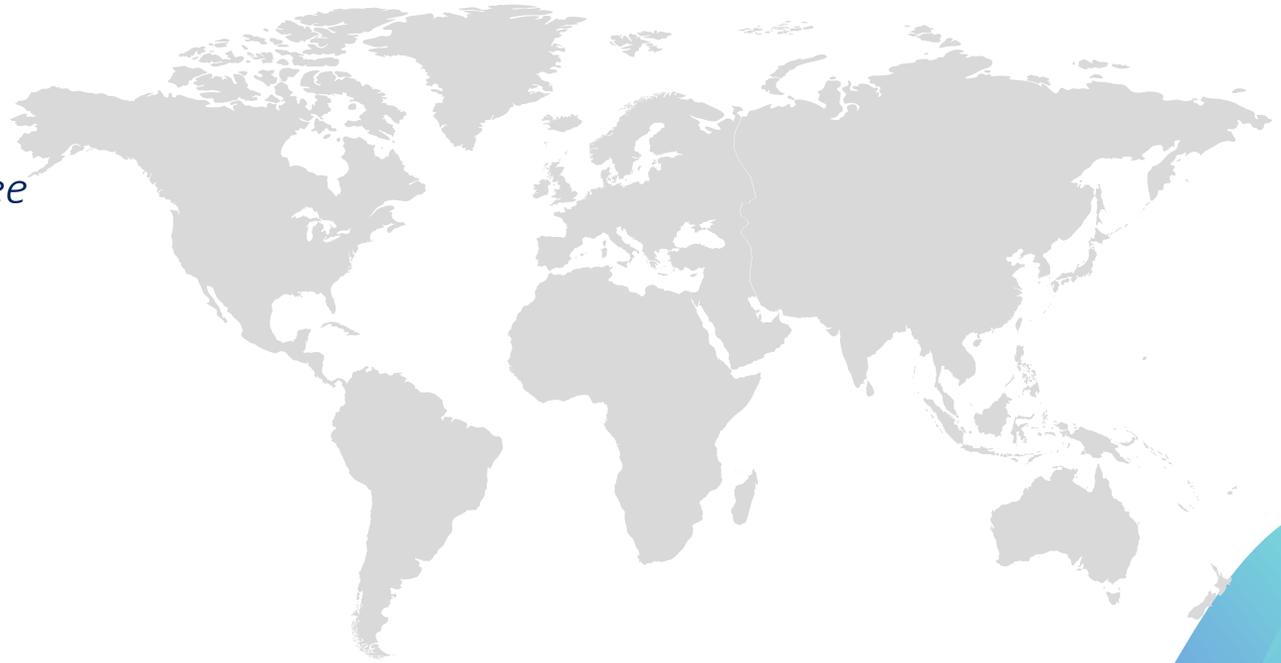
# Who Should Attend ?

*Everyone who owns and manages data, quality objectives, and process improvement goals and deliverables.*



# Why Should Attend ?

*Top management, Quality management, process owners, department managers and every employee involved with the gathering and use of data within your business.*



To register please visit:

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**[support@grceducators.com](mailto:support@grceducators.com)**  
**740 870 0321**