

Booking Form

Please advise all delegate names on a separate sheet and complete the registration details below.

Workshop Title	Date	Location	No of Places
1 How to use the Excellence Model	7 February	London	_____
	15 May	Midlands	_____
	11 September	London	_____
	4 December	Midlands	_____
2 How to design and implement an effective Balanced Scorecard	6 March	London	_____
	3 July	Midlands	_____
	13 November	London	_____
3 How to identify and manage the organisation's key processes	20 March	London	_____
	2 October	Midlands	_____
4 How to use the Excellence Model, ISO 9000 and other quality initiatives together	8 May	Midlands	_____
	9 October	London	_____
5 How to prioritise and deliver improvement actions	17 July	London	_____
6 How to use benchmarking to improve performance	19 June	Midlands	_____
	18 September	London	_____
7 Sustainable Development	28 February	London	_____
	24 July	Midlands	_____
8 How to win and retain customers	3 April	London	_____
	4 September	London	_____
9 Using Business Continuity and BS25999	27 March	London	_____
	16 October	Midlands	_____
10 How to measure and manage business performance	22 May	London	_____
11 How to develop leadership capacity throughout your organisation	27 November	London	_____
12 How to gain recognition using the Levels of Excellence Scheme (C2E and R4E)	13 March	London	_____
	10 July	Midlands	_____
13 Introduction to Lean Six Sigma	21 February	London	_____
	10 April	London	_____
	23 October	London	_____
14 How to create a knowledge management strategy	14 February	London	_____
	6 November	Midlands	_____
15 How to create and implement sustainable change	1 May	London	_____
	20 November	Midlands	_____
16 How to transform an organisation's services through Systems Thinking	5 June	London	_____
17 Basic Business Planning	26 June	London	_____
	30 October	Midlands	_____

Please advise all delegate names on a separate sheet

Registration Details

Name _____
 Job Title _____
 Organisation _____
 Address _____

 Postcode _____
 Telephone _____
 Email _____
(confirmation will be emailed to you)
 Member Membership No. _____ **Non Member**

Payment

£125 + VAT member / £250 + VAT non member
 No. of delegate places _____ x Rate £ _____ = £ _____
 VAT _____
 Total Payment £ _____

Payment options

1. By cheque:
 I enclose a cheque for £ _____ payable to **The British Quality Foundation**

2. Please invoice me:
 I attach my official purchase order number: _____ (Members only)

3. By credit / debit card:
 Please debit my card with £ _____
(For telephone orders please call 020 7654 5005)
 MasterCard **Visa** **Switch/Maestro**
 Issue Number _____ 3 digit security code _____
 Card Number _____
 Card expiry date _____
 Cardholder's Name _____
 Statement address _____

 _____ Post code _____
 Signature _____ Date _____

Please post/fax a copy of this form to:

The British Quality Foundation, 32-34 Great Peter Street, London SW1P 2QX **T:** 020 7654 5000 **F:** 020 7654 5001 **E:** mail@bqf.org.uk
or book online at www.bqf.org.uk

Please note: There will be no refund for cancellations within 21 days of the start of the workshop. Substitutions will be accepted.