

2010 Booking Form

Workshop Title	Date	Location	No of Places
1 How to use the Excellence Model	4 February	London	_____
	13 May	Midlands	_____
	2 September	London	_____
	2 December	Midlands	_____
2 How to design and implement an effective Balanced Scorecard	4 March	London	_____
	1 July	Midlands	_____
	4 November	London	_____
3 How to identify and manage the organisation's key processes	11 March	Midlands	_____
	30 September	London	_____
4 Information Security, data protection and data privacy	11 February	London	_____
	15 July	Midlands	_____
5 How to prioritise and deliver improvement actions	8 July	London	_____
6 How to use benchmarking to improve performance	3 June	Midlands	_____
	9 September	London	_____
7 Problem solving/Root cause analysis	6 May	Midlands	_____
	25 November	London	_____
8 Using a Closed-Loop Management System to drive improvement	8 April	London	_____
	29 July	Midlands	_____
	9 December	London	_____
9 Using Business Continuity and BS25999	18 March	London	_____
	14 October	Midlands	_____
10 How to get ready for the low carbon economy	27 May	London	_____
	7 October	Midlands	_____
11 How to build customer loyalty and customer advocacy	29 April	Midlands	_____
	28 October	London	_____
12 How to transform an organisation's services through Systems Thinking	20 May	London	_____
13 Introduction to Lean Six Sigma	18 February	London	_____
	15 April	London	_____
	10 June	Midlands	_____
	21 October	London	_____
14 How to engage your people for superior performance	25 March	Midlands	_____
	22 July	London	_____
15 How to create and implement sustainable change	22 April	London	_____
	11 November	Midlands	_____
16 Gaining competitive advantage through innovation	25 February	London	_____
	17 June	Midlands	_____
	16 September	London	_____

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

£150 + VAT members of The CQI

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 _____

Postcode _____

Signature _____ Date _____

Please post/fax a copy of this form to:

The British Quality Foundation, 32-34 Great Peter Street, London SW1P 2GX **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.