



Strategic Improvement Systems



## ***Fundamentals of Quality***

A public Zoom webinar on September 30, 2021 instructed by

*Charles A. Liedtke, Ph.D.*

*Strategic Improvement Systems, LLC*

[www.strategicimprovementsystems.com](http://www.strategicimprovementsystems.com)

**Webinar Description:** Providing superior quality products and services—as judged by customers—is essential for organizational success. This is challenging during *normal* times and during a *crisis* especially when customer needs dramatically shift. This webinar will cover the following topics: *The Customer Experience, VOC Techniques, Shewhart Cycle, Little q, Big Q, Total Quality Control, Statistical Quality Control, Ji Kotei-Kanketsu, Waku-Doki, Offensive Quality, QFD, and the Quality Triangle Model.*

**Price: \$75 Per Person** by 5:00 p.m. on 9/24/2021

**Platform:** Zoom

**Webinar Date:** September 30, 2021

**Time:** 7:30 a.m. to 8:30 a.m. (60 minutes)

**The Process:** Each participant will be sent on September 27, 2021 a Zoom invitation if payment has been received. Each participant will also be sent a PDF of the webinar slides. Participants should join the webinar meeting by 7:25 a.m. on September 30, 2021. The webinar will start at 7:30 a.m.

### **Registration & Payment Information**

**To register . . .** Send an email message with the information below to [charles@sisliedtke.com](mailto:charles@sisliedtke.com)

- (1) Name, (2) Title/Position, (3) Organization, (4) Email Address, & (5) Payment Preference

**Payment-in-full** of \$75 must be received by **5:00 p.m. on September 24, 2021**. There are 3 ways to pay:

1) Mail a check to Charles at the address below with the registration information (above).

Charles A. Liedtke, Ph.D.  
Strategic Improvement Systems, LLC  
6231 Hummingbird Road  
Excelsior, MN 55331

2) Email Charles a purchase order with your registration information and you will be sent an invoice.

3) Email Charles your registration information and indicate that you would like to pay by credit card. Charles will send you an invoice through PayPal.

A person's registration is transferable to another person at any time until 5:00 p.m. on September 29, 2021. Just email Charles your registration transfer request. There are no cancellation refunds.

**Questions:** Email Charles at [charles@sisliedtke.com](mailto:charles@sisliedtke.com).

**Privacy Notice:** Registration information will only be used for internal administrative purposes by Strategic Improvement Systems, LLC and will not be shared with any third party.