

# How the Best Organizations Achieve Excellent Results

Performance Excellence Webinars: Three 90-minute Web / Phone Seminars

## Continuous Improvement & Process Management

### Purpose of Webinar Series

Discover three essential systems and techniques to improve your organization's practices and results in a systematic and practical manner. Participate from your home or office! All you need is a phone and an internet connection. The webinars are inexpensive, no-hassle, and skillfully led by one of the nation's leading experts in organizational performance improvement, Karen Trisko.

### Webinar Leader

Karen Trisko is an accomplished consultant with 11 years experience successfully implementing the Baldrige Criteria for Performance Excellence. She has guided many organizations to achieve dramatically improved results and earn award recognition. See Karen's profile and additional information at [www.leadingexcellence.com](http://www.leadingexcellence.com).

### Webinar Topics & Dates

1. Continuous Improvement 101: Fundamentals of process management and improvement. For managers, improvement coordinators, and new process owners.  
Friday Nov. 18, 2005. 9 – 10:30 a.m. PST
2. Maximize & Sustain Improvements: Why and how to utilize process owners and the "Process Excellence Rating System". For managers, improvement coordinators, and process owners.  
Friday Dec. 2, 2005. 9 – 10:30 a.m. PST
3. Strategy-Driven Improvement: How improvement initiatives should help achieve long-term strategic goals. For executives and process improvement managers.  
Friday Dec. 9, 2005. 9 – 10:30 a.m. PST

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### Webinar Registration Form

*Registration and payment deadline is 3 business days before each session date*

Name \_\_\_\_\_ Title \_\_\_\_\_  
Organization \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ E-mail \_\_\_\_\_

Single Sessions: No. participants \_\_\_\_\_ @ \$79 per person per session  
Webinar Session Dates (circle or underline) (1) Fri. Nov. 18 (2) Fri. Dec. 2 (3) Fri. Dec. 9, 2005

Series (All 3 Sessions): No. participants \_\_\_\_\_ @ \$219 per person per series  
Total Fees \$ \_\_\_\_\_ Credit Card: MC or Visa # \_\_\_\_\_  
Last 3 digits on back of card \_\_\_\_\_ Expiration Date \_\_\_\_\_ Zip Code for credit card bill \_\_\_\_\_  
Name on Card \_\_\_\_\_ Signature \_\_\_\_\_

Call to register or mail/fax this form with check or credit card info. Fees are non-refundable. Paid registrants will receive instructions for telephone and website access via email. Participants pay their own telephone charges to hear the webinars.

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