



Setting Objectives and Key Process Indicators (KPI) and conducting effective Management Reviews for ISO 9001:2015 or AS9100D/ISO 9001:2015



Come join us for a workshop on how to set meaningful and measurable objectives and Key Process Indicators (KPI) as well as how to conduct effective management reviews including how to assign actions and follow up on actions to maximize the effectiveness of your QMS

Date: Wednesday March 27th, 2019, Time: 8:30 am – 11:30 am, Cost: \$150/person

Location: Arizona Commerce Authority, RevAZ

Parking instructions provided upon registration

118 N 7th Ave, Suite 400, Phoenix, Arizona, 85007

**Register at businessmsc.com/seminar
and purchase with Credit Card www.businessmsc.com/store
or email me at bretta.bmsc@cox.net and ask for invoice**

Agenda: Continental Breakfast 8:30 am – 9:00 am

Workshop 9:00 am – 11:30 am

- Overview of Objectives and Management Review Sections of ISO 9001:2015 (and AS9100D)
- How to set measurable objectives
- How to define Key Process Indicators (KPI)
- How to conduct effective Management Reviews
- How to track actions

Handouts include hard copy and electronic copies of a Management Review Agenda Form and KPI Tracking Spreadsheet

If you are interested please contact Bretta Kelly at bretta.bmsc@cox.net, or 602-445-9400.