

QMS Masterclass

Applying practical tools to enable Quality Management Systems best practices for continuous improvement and unrivalled quality product and service output

Sandton Sun Hotel
Johannesburg, South Africa

25th & 26th February 2010

SASQ members are entitled to **special savings & accreditation points** upon attending this event. Please email **Ms. Esther** at **estherw@marcusevanskl.com** for more details.

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skilful execution; it represents the wise choice of many alternatives”

William A. Foster

Smart businesses do not just implement QMS but harness its invaluable benefits of better operational efficiency and effectiveness; increased customer satisfaction and retention; and better competitiveness with profound knowledge and mastering of world class methodologies.


marcusevans

Your course facilitator:

Anita Arendsen Business Strategist, Consultant and Co Founder
Edacom, South Africa

Edacom is a strategy implementation and IT consulting company offering superior consultancy services and end-to-end IT solutions. Edacom specialises in designing and facilitating implementation-based Quality Management Systems, which are founded on your organisation's vision and mission, to bolster corporate change management, competitive advantage and sustainable economic development.

The company's name is derived from its three specific focus areas: Electronics, Data and Communication. Although these three areas are presented as being separate, any organisation needs to establish these functions integrally in order to be successful and globally competitive. These areas need to be continually managed in relation to each other and in alignment with the organisation's overall strategy.

marcus evans training courses include the following benefits

- Pre-course questionnaires to identify your specific training needs
- An in-depth tailored programme to address market concerns
- Diverse, real-life case studies
- The highest standard of dynamic trainers with cross industry experience
- Comprehensive and detailed course documentation
- Interactive discussions and breakaway sessions
- Practical exercises

Endorser



South African Society
for Quality

Benefits of attending this interactive two-day training workshop include:

- **Exploring** the benefits of implementing ISO 9001: 2008 for process and quality improvement
- **Benchmarking** on global trends to increase organisational productivity
- **Enhancing** your competitiveness with world class tools and strategies
- **Improving** operational efficiency and effectiveness with well defined quality management strategies
- **Tracking and managing** potential risks in the design phase to minimise failure occurrences
- **Producing** world class and globally competitive quality products and services
- **Informing** external customers and suppliers of the compliance level of organisational processes and best practices
- **Achieving** process improvement within individual process areas through capability levels
- **Maintaining** better company image and competitiveness with quality products and services

What previous delegates said about your course facilitator:

“The training was worth it in terms of trainer being well experienced”
Gas Security Services Ltd, Kenya

“You chose a good facilitator for the training, I am leaving the training with a better view of how to maximise our implemented QMS”
Safaricom, Kenya

“With this training I am more convinced that QMS is the key to the success of an organisation”
KCB, Kenya

“It has been a life changing learning experience, the network and interaction with delegates from other organisations sums the experience”
MTN, Uganda

“Fantastic experience with ME. Anita was a tremendous facilitator – she really inspired me. The networking experience has equipped me for my work place”
KEMRI/ CDC

“Excellent presentation and lecture material. Learnt success experience of implemented QMS from other organisations”
Tanzania Portland Cement Company Ltd

marcus evans has received Provisional Accreditation from the Services SETA. SETQAA Decision Number 0528/14/04/05.

QMS Masterclass

JB-GMT1623 Please write in BLOCK LETTERS

Sales Contract

Please complete this form immediately and fax back to

ESTHER WONG

Fax: +603 2723 6699

Name: _____

Position: _____

Email: _____

Direct phone number/mobile number: _____

Name: _____

Position: _____

Email: _____

Direct phone number/mobile number: _____

Name: _____

Position: _____

Email: _____

Direct phone number/mobile number: _____

Organisation: _____

VAT Registration Number:

Address: _____

Town: State Postcode

Tel: () Fax: ()

Nature of Business: _____

Company Size: 1-9 10-24 25-49 50-99
 100-249 250-499 500-999 1000+

Authorisation

Signatory must be authorised to sign on behalf of contracting organisation.

Name: _____

Position: _____

Email: _____

Signature: _____ Date: / /

This booking is invalid without a signature.

Fees

(per delegate - Please indicate your choice & complete the Authorisation Section)

- Professional Training** @ R 7995-00 + VAT / Withholding TAX
 Premier Plus (price per delegate)
 3 - 4 Delegates @ R 7195-50 + VAT / Withholding TAX
 5 - 9 Delegates @ R 6795-75 + VAT / Withholding TAX
 10+ Delegates @ R 6396-00 + VAT / Withholding TAX

Payment is required within 5 working days.

Fees include refreshments, luncheons and programme material and a service charge of 24% VAT (where applicable) is levied at rate of 14%. Withholding Tax is levied at the prevailing rate.

Indemnity: Should for any reason outside the control of **marcus evans** conferences, the venue or speakers change, or the event be cancelled due to an act of terrorism, extreme weather conditions or industrial action, **marcus evans** conferences shall endeavour to reschedule but the client hereby indemnifies and holds **marcus evans** conferences harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of South Africa to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.

Any learning intervention offered by marcus evans SA (Pty) Ltd. Will be subject to the following disclaimer:

Except for death or injury solely and exclusively caused by the wilful misconduct or gross negligence of marcus evans SA (Pty) Ltd. or its employees, marcus evans SA (Pty) Ltd. cannot be held responsible for any claim, action, cause of action or liabilities suffered by Learners whilst undergoing marcus evans SA (Pty) Ltd. external learning programs at off site facilities. Learners agree to defend, indemnify and hold harmless marcus evans SA (Pty) Ltd. from any claim, action, cause of action or liabilities which may be asserted by third parties arising out of the Learners act default or neglect whilst undergoing marcus evans SA (Pty) Ltd. external learning programs at off site facilities

Code: E1

Register Now

Contact Marketing at **marcus evans**

Tel: +603 2723 6736

Fax: +603 2723 6699

Email: estherw@marcusevanskl.com

Date: 25th & 26th February 2010

Venue: Sandton Sun Hotel
Johannesburg, South Africa

Hotel Accommodation

Accommodation is not included in the conference fee. To reserve accommodation at the conference venue, please contact the hotel at +27 11 7805000 and make it clear that you are attending **marcus evans** conferences event quoting JB-GMT1623 as a reference.

marcus evans

CP 21 Suite 2101, Level 21 Central Plaza
34 Jalan Sultan Ismail, 50250 Kuala Lumpur
Malaysia
www.marcusevans.com

Payment Method

Please indicate your payment method

Credit Card

Payment is required within 5 working days on receipt of invoice.

Please debit my Visa Mastercard Amex Diners

Card Number:

CV Number:

Expiry Date:

/

Card Holder's Name: _____

Signature: _____

ID Number:

Authorisation Code: _____ Date: _____

Terms & Conditions

1. Fees are inclusive of programme materials and refreshments.

2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time. Unless otherwise stated on the booking form, payment must be made in pounds sterling.

3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event programme content is subject to change without notice.

4. Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

5. Client information is kept on **marcus evans** group companies database and used by **marcus evans** group companies to assist in providing selected products and services which may be of interest to the Client and which will be communicated by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If you do not want **marcus evans** to do this please tick this box []. For training and security purposes telephone calls may be recorded.

6. Important note: While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to one year to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.

7. Governing law: This Agreement shall be governed and construed in accordance with the law of South Africa and the parties submit to the exclusive jurisdiction of the South African Courts in Johannesburg. However **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.