VISIONQUEST

INTEGRATED TECHNOLOGIES, INC.

Planning · **Organizing** · **Creative Problem Solving** · **Controlling** · **Leading**

Total Quality Management

Sales · **Service** · **Information Technology** · **Accounting** · **Operations**

Organizational Process Flow

TRANSFORMING INSPIRATION
INTO IMPLEMENTATION

1131 EAST MAIN STREET • SUITE 109 • TUSTIN • CALIFORNIA 92780-4400

714.573.4932 • 877.493.2477 • FAX 714.731.5027

Our Vision

To create seamless organizational process flow through the integration of training and technologies enabling management _with_ quality rather than management _of_ quality.

Our Mission

To provide our...

...customers with products, services, training programs, resources, materials, and technologies that are high quality, consistent, concise, relevant, and comprehensive.

...employees with a quality compensation program that focuses on personal and professional growth.

...organization with a favorable return on investment in order to provide future growth opportunities and the ability to enhance services to our customers and employees.

VISION QUEST
INTEGRATED TECHNOLOGIES, INC.

1994 Founded in Rosemead, California

1996 Relocated to Tustin, California

1998 Initiated development of IntelliTrax our proprietary Process Flow Management Software

1999 Incorporated as a California Corporation

2000 Formally Introduced IntelliTrax for beta program

2001 Created Quality Systems for Atlas International Van Lines which earned ISO Accreditation

2002 Awarded Internet and Intranet website design and development for Tustin Unified School District

Allan Browning – Chief Operating Officer

Allan brings Vision Quest more than 15 years of technological and management experience. Allan's educational credits include Pepperdine's School of Business and Management, Rio Hondo College - Business Administration, ITT Technical Institute for Electronic Engineering, Novell Certified Administration, Windows NT Systems Engineering, and advanced computer software and network training. Allan is a Dale Carnegie Graduate and Humanitarian Award Winner and a two-time Xerox Presidents Club Recipient and five time Xerox Quality Teamwork Day Award Recipient.

Susan Browning – President

Susan brings over 21 years of Management experience to Vision Quest. She is a Certified Moving Consultant (CMC) and a Registered International Mover (RIM), having met the rigid standards for these distinctions. Additionally, Susan received her degree from Rio Hondo College in Business Administration. Sue has successfully completed both the Dale Carnegie Management and Sales Courses.

Bruce Bruns – Senior Software Developer

Bruce earned a BA with Honors in Business Administration, with an emphasis in Finance, from California State University, Fullerton. Bruce brings more than 25 years of software development and code development to Vision Quest.

1. **Design and deployment of ISO 9000-compliant Quality Systems designed exclusively by Vision Quest.**

2. **Design, sales, installation, and administration of network and computer technologies including:**

   - Sales of Wide Area Network Connectivity and sales of DSL, VPN, Frame Relay, and T1-T3 connections as a Channel Partner with Concentric® Network Corporation.

   - Sales of Server and Workstation hardware as an authorized Hewlett Packard® Reseller

   - Sales of LAN and WAN connectivity hardware as an authorized 3COM® Reseller

3. **Design, development, and sales of Workforce Automation Software solutions, which include:**

   - IntelliTrax™ – This is our proprietary Software Solution currently designed for the Transportation Industry.

   - GoldMine™ – Sales Force Automation at its best. Vision Quest recently achieved Platinum Level Solutions Partner Status with GoldMine Software Corporation.

   - MAS 90™ – The worlds most popular Accounting Software Solution. Sage® Software Corporation who produces MAS 90 recently acquired Peachtree® Software making Sage the undisputed small to medium sized business Accounting Solutions provider.

4. **Web hosting and design for Internet and Intranet Web Systems including Internet access through XO Communications.**

Company Highlights

the Atlas Amplifier — What does ATLANTIC know that you should know? WIDE TURN for Agent Ownership

Feature Story

Alexander's Moving & Storage has gained the coveted ISO 9002 Certification

Alexander's ISO Team in Tustin, California: (front) Lori Schaeffer, Don Hill, Allan Browning, Christophe Fondin (Ascert); (back) Kristy Lemmerman, Gail Ann Lynch, Danyelle Frakes, Joe Cenack and Shari Benkhe.

ISO 9002 QUALITY SYSTEM CERTIFIED — Alexander's Moving & Storage

After months of work and training, Alexander's Director of Quality and Customer Satisfaction, Allan Browning (left), accepts the ISO 9002 certificate from Ascert's Christophe Fondin. Ascert is the auditing firm responsible for recommending certification to the ISO. Both the Baltimore and Tustin Alexander's passed their audits the first time, with neither office receiving non-conformity — which is said to be a very impressive accomplishment.

Following a long period of hard work, effort and commitment, Alexander's Moving & Storage has gained the coveted ISO 9002 certification established by the International Organization for Standardization – a worldwide coalition promoting quality standards.

Alexander's is the first Atlas agent – and one of only a handful of full-service moving companies — to achieve the certification. The certification means that Alexander's is now internationally recognized as having a model for quality assurance.

Alexander's certification, which was awarded by ISO auditing company Ascert, is unique in that most companies only certify one aspect of a business. The certification encompasses everything Alexander's does as a service company.

"We had already undergone measurement under Atlas Van Lines' rigorous quality program and implemented our own formal quality process," states Alexander's President Don Hill. "Progression of our quality process made ISO certification the next logical step."

Alexander's assembled teams in Tustin and Baltimore under the direction of director of quality and customer satisfaction Allan Browning. Browning also prepared the offices for the arduous auditing process and acted as liaison with Ascert, the auditing company. The process required months of work and training.

ISO certification requires companies to establish and document quality criteria, then measure performance against the criteria and rectify any variances or non-conformance.

"I wasn't sure that a service company could attain the goal, especially a moving company with all our intangible requirements," says Hill. "There are only about 8,600 ISO registered companies in the U.S., and less than 15% are certified after the initial audit."

"But I knew if anybody could do it, we could."

Alexander's ISO Team in Baltimore, Maryland: Beth Nidam, Jody May, Robby Burch, Amy DuBree and Arnie Schollian.

VisiOnQuest
Integrated Technologies, Inc.

International Moving and Relocation Services – American Red Ball International – Microsoft Internet Explorer

Address: http://www.americanredball.com

American RED BALL World Wide Movers

International Moving and Relocation Services
American Red Ball International, Inc.

AFAQ · IQNet
ISO 9002 Certified

- Customer Services
- Corporate Relocation
- Customer Survey
- Re-Engineering Project
- Express Request Form
- Agent Spotlight
- Agents Only
- Country Focus
- About Us
- JOB OPPORTUNITIES

VISA · MasterCard
Click on the logos above to access a printable authorization form

As international moving specialists, we provide you with quality, high value moving services around the world. We invite you to read all about us and discover how our 30 years of experience in international removals and overseas transfers has taught us how to handle your most fragile of personal belongings with special care and attention. We also offer complete corporate relocation services, making the door to door moving process seamless with professional packing, unpacking and long-term storage. For military transfers and government employee relocations you can leave the details to us for complete household moves including family cars. Use our express request for FREE ESTIMATES, customized moving services, and locating our nearest agent representative, or request a free relocation guide! Visit the international moves section to learn more about moving and living abroad.

For a quality full service international move please contact:
American Red Ball International

For moves within the continental United States, please contact:
American Red Ball Transit Co.

International Moving and Relocation – Atlas Van Lines International – Microsoft Internet Explorer

Address: http://www.atlasintl.com/

Atlas Van Lines International
World-Class Moving.™

AFAQ · IQNet ISO 9002

Contact us for a free estimate and international moving guide!

Click on a button below to navigate our website:
- International
- Corporate Services
- Estimate Request
- Agents Only
- Email Us
- Customer Survey

As international relocation specialists, we provide you with quality, high value moving services around the world. For corporate relocation, family household moves, military and government employee moves you can leave the details to us!

International Division
Atlas Van Lines International
P.O. Box 75628
Seattle, Washington 98125
Toll free: 1-888-669-6031
Local: 206-526-1137
Fax: 206-526-2434
E-mail: sales@atlasintl.com

Interstate Van Line Division
Atlas Van Lines
Toll free: 1-800-638-9797
Local: 812-424-4326
Fax: 812-421-7142
E-mail: jimhuth@atlasvanlines.com

Welcome to Alexander's Moving & Storage – Microsoft Internet Explorer

Address: http://www.alexanders.net/

ISO 9002 CERTIFIED

Alexander's moving & storage
AMS

Where do you want to go?
- What's New?
- About Alexander's
- Our Services
- E-Mail Us
- Customer Sites
- How Was Your Move?
- Moving Tips & Info
- Industry Info & Links

Alexander's Moving & Storage was established in 1953 with a commitment to professional, yet responsive and friendly service. We provide corporate, government and private customers with a broad range of transportation services far exceeding their expectations. We are the top revenue and hauling multi-agency for Atlas Van Lines, a leader among relocation carriers.

Alexander's is Strategically Positioned to Service All of Your Domestic & International Moving Needs...
Call or E-Mail the Location Nearest You.

Atlantic Relocation Systems – Microsoft Internet Explorer

Address: http://www.atlanticrelocation.com/home.html

ATLANTIC RELOCATION SYSTEMS

- HOME
- ALL ABOUT ATLANTIC
- ATLANTIC LOCATIONS
- MOVING PARTNERS
- RELOCATION LINKS
- CAREER OPPS.
- CONTACT US

What does Atlantic know that you should know?

The Listening Corporate Mover®

Atlantic Relocation Systems, agents for Atlas Van Lines, are an integrated network of agents, specializing in Corporate Relocations.

So, you are the individual responsible for managing your organizations' transportation needs...

From Household Goods, Office and Industrial, to High Value Products Atlantic Relocation IS your solution.

MORE

the listening corporate mover · special products · international moves · residential · air freight · records storage · warehousing/distribution · office & industrial

---

Smyth Moving Service of Alaska – Microsoft Internet Explorer

Address: http://www.smythmovers.com/

ALASKA... Nobody does it better!

Smyth Moving Service Inc. The Smoother Mover

- FREE ESTIMATE
- COMPANY SERVICES
- CONTACT INFO
- COUNTRY INFO
- WEB LINKS
- CORPORATE
- AGENT UPDATES
- SMYTH FORWARDING
- MILITARY REGISTRATIONS
- SAM INFO
- CLAIMS

Smyth Moving Service of Alaska: smym@alaska.net
Smyth Moving Service of Washington: smyth@smythmovers.com

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Industry Wide
Respected Software

VisionQuest Integrated Technologies, Inc.

Window 1: All Products - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: C:\01-Vision-Quest\IntelliTrax Web\itrax\all_products.htm

Microsoft Windows 2000 Professional

All Products | Support | Search | microsoft.com Home

Microsoft

Windows Home Pages | Windows 2000 Beta |

Enter a search phrase:
[Search]

Advanced Search

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- Deployment
  - Deployment Guide
  - Directory of Windows 2000 Applications
- Technical Resources
- News Room
- Training and Events
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Directory of Windows 2000 Applications

IntelliTrax (Ver 1.2, English)

VisionQuest Integrated Technologies, Inc.

Upgrade Information:

Take the following actions (in blue) to run application on Windows 2000 properly.
the arrows to see detailed instructions.

- **Windows 2000 Professional: Clean Install**
  No known issues. No additional action required.

My Computer

Window 2: Solution Description: IntelliTrax - Microsoft Internet Explorer

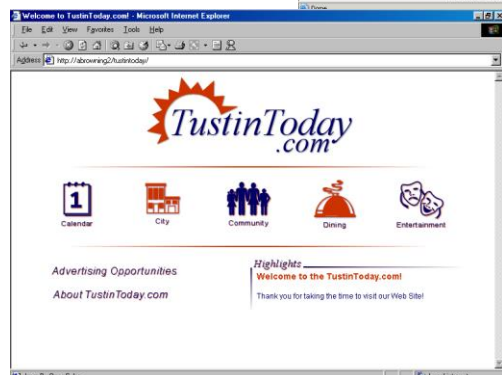File Edit View Favorites Tools Help

Address: ompanyname/2591A101DA2E34C88625680B003593CE?OpenDocument

IBM. Global Solutions Directory

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INTELLITRAX 1.2

Send me more information

Solution Information

Solution Name: IntelliTrax

Business Problem: The moving industry lacks a Windows based Customer Relationship and Move Management Tracking software solution that is enterprise capable, Internet capable and connects to AS400

Solution Description: IntelliTrax runs natively on Windows NT in SQL but is currently being ported to run on DB2 and AS400. The program enables the mover to do order entry and shipment tracking, dispatching and warehouse services, accounting and sales automation.

Marketing Information: IntelliTrax for Windows NT will be available September 24, 1999. Porting should be complete year end 1999

Done | Internet

VISIONQUEST
INTEGRATED TECHNOLOGIES, INC.

TRUSTED TO DESIGN AND HOST
LEADING ORGANIZATIONS' WEB SITES

VISIONQUEST

INTEGRATED TECHNOLOGIES, INC.

Total Quality Management

Organizational Process Flow

TRANSFORMING INSPIRATION
INTO IMPLEMENTATION

ISO Quest
TQM for an ISO World

Total Quality Management

Planning · Organizing · Creative Problem Solving · Controlling · Leading

Organizational Process Flow

Sales · Service · Information Technology · Accounting · Operations

Implementing an ISO 9000:2000 Compliant
Quality Management System

Program Overview

VisionQuest
Integrated Technologies, Inc.

The Focus

- The foundation of Quality is built upon Total Quality Management Not ISO.

- Customer Satisfaction, both internal and external, is the Benchmark.

- The effectiveness of a Quality System is directly proportional to the Commitment of Management.

TQM FOR AN ISO WORLD

THE MANAGEMENT FUNCTIONS

WHAT MANAGERS DO

Planning

Organizing

Creative Problem Solving

Controlling

Leading

LEADS TO ACHIEVEMENT OF

Organizational Vision, Mission, Goals, and Objectives

Program Overview

- Planning
    - Organizational Needs Assessment
    - Leadership Development Training
    - Quality Policy Development
    - Vision, Mission, Goals, and Objectives
- Organizing
    - Create company Intranet
    - Establish Departmentation
    - Establish Job Division
    - Identify differentiated tasks
    - Implement Employee Handbook
- Leading
    - Establish hiring standards
    - Set Expectations (Performance Assessment)
    - Training and Coaching

Program Overview

- Leading (continued)
    - Initiate process development
    - Motivate through recognition
- Controlling
    - Evaluate effectiveness of new processes
    - Ensure Document Control
    - Identify critical processes to metric
    - Create metrics for critical processes
    - Establish methods to adjust non-compliance
    - Internal Pre-Certification Audit
    - **Auditing**
        - Third Party Certification Audit

Planning

- Perform a needs assessment of the organization
- Implement a policy for quality and create a quality policy manual
- Deliver the leadership development training program
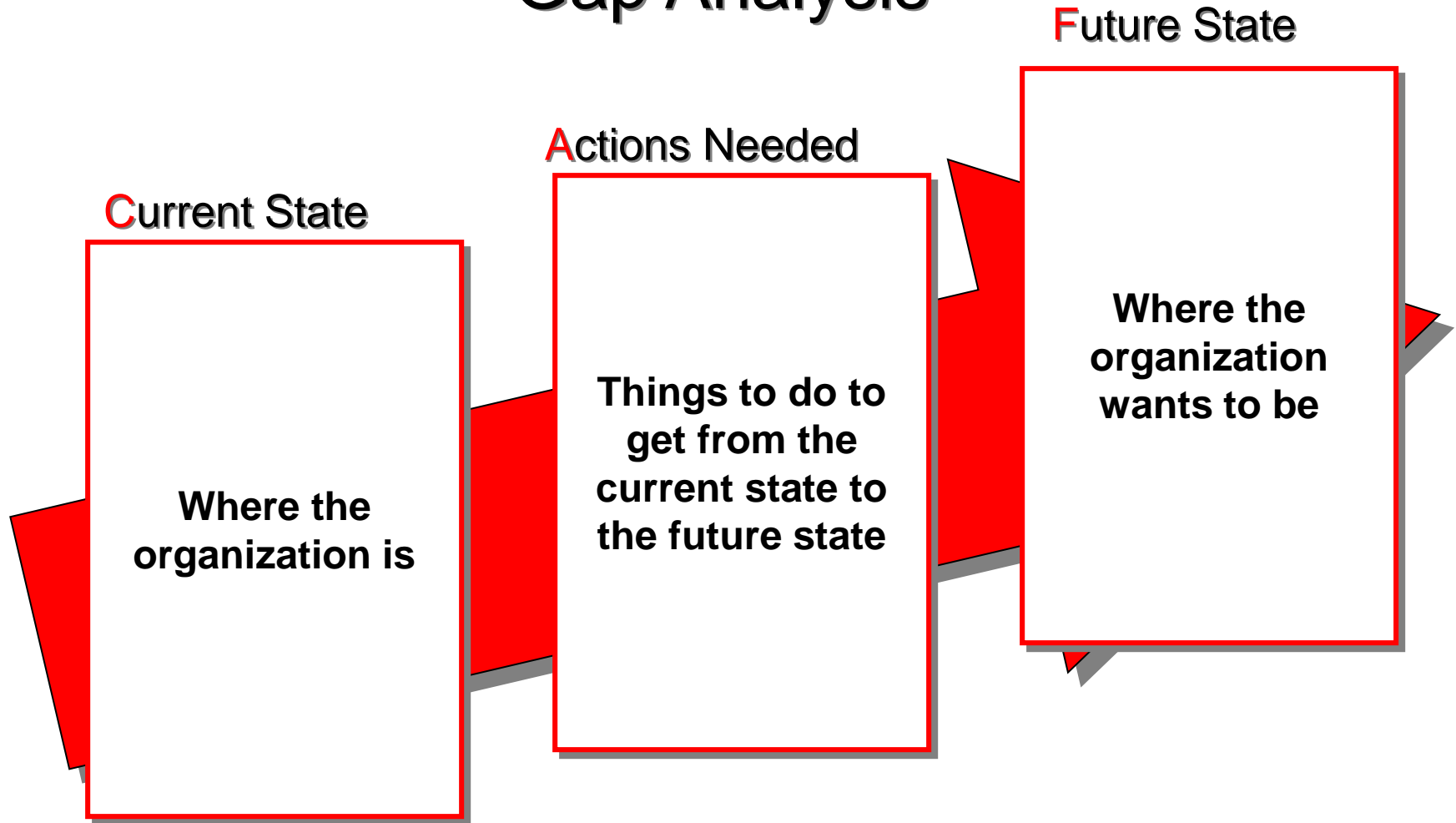- Develop and implement a quality plan

Planning

Needs Assessment

Using a Gap Analysis the organization will perform an initial needs assessment. The Gap Analysis allows management to identify a future state of the organization, determine the current state of the organization, and then identify action items to move the organization from current state to future state.

Planning

Gap Analysis

Future State

Actions Needed

Current State

Where the organization is

Things to do to get from the current state to the future state

Where the organization wants to be

Planning

Quality Policy

A Quality Policy is a statement set forth by the organization which summarizes its philosophy of quality. The statement should be brief, meaningful, and directly impact the customer.

Planning

Quality Policy Manual

The ISO 9000 Standards stipulate that the organization must create a Quality Policy Manual that defines the organization's commitment to quality. The Quality Policy Manual also stipulates senior management's roles and responsibility for ensuring the organizations compliance to the ISO Standards.

ISO QUEST
TQM FOR AN ISO WORLD

Planning

Quality Plan

The Quality Plan defines the Vision, Mission, Goals, and Objectives that the organization will work towards achieving during the Quality System Implementation. The Quality Plan is the base line metric that the organization will use to measure its progress.

Organizing

- Identify customer requirements and determine specific and quantifiable metrics which will become the standards for the organization

- Identify all of the specific regulatory standards required for the industry

- Create organizational structure and departmentation

- Establish departmental managers or supervisors

- Establish, document, and implement specific organizational processes whose output has quantifiable metrics

- Develop performance requirements based on quantifiable metrics

Corporate Planning

Leadership

Resource Identification

Strategic Planning

Customer Satisfaction Surveys

Sales Planning

Motivation

Performance Appraisals

Morale Studies

ORGANIZATION

MIS

Reward and Recognition Systems

Process Development

Systems Analysis

Departmental Planning

Organizational Development

Internal Control Development

Resource Development

Pay for Performance

Organizing

Management

The creative problem solving process of planning, organizing, leading and controlling an organization's resources to achieves its mission and objectives.

Organizing

Mission Functions

Activities directly associated with accomplishing an organization's mission. These include planning, Organizing, Leading, and Controlling

Corporate Planning

Leadership

Resource Identification

Strategic Planning

Customer Satisfaction Surveys

Sales Planning

Motivation

Performance Appraisals

Morale Studies

ORGANIZATION

MIS

Reward and Recognition Systems

Process Development

Systems Analysis

Departmental Planning

Pay for Performance

Organizational Development

Internal Control Development

Resource Development

THE MANAGEMENT FUNCTIONS

WHAT MANAGERS DO

Planning
Organizing
Creative Problem Solving
Controlling
Leading

LEADS TO ACHIEVEMENT OF

Organizational Vision, Mission, Goals, and Objectives

Organizing

The Functions of Management

Planning   Organizing   Leading   Controlling

Organizing

The Functions of Management

Planning	Organizing	Leading	Controlling
Strategic Planning	**Process Development**	**Leadership**	**MIS**
Corporate Planning	**Organizational Development**	**Motivation**	**Internal Control Development**
Departmental Planning	**Resource Identification**	**Morale Studies**	**Performance Appraisals**
Sales Planning	**Resource Development**	**Reward and Recognition Systems**	**Customer Satisfaction Surveys**
		Pay for Performance	**Systems Analysis**

Organizing

The Functions of Management

| Planning | Organizing | Leading | Controlling |

CREATIVE PROBLEM SOLVING PROCESS
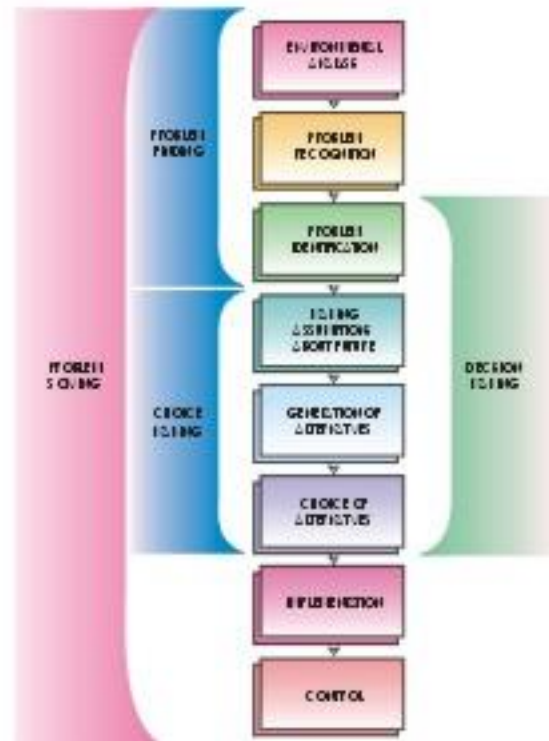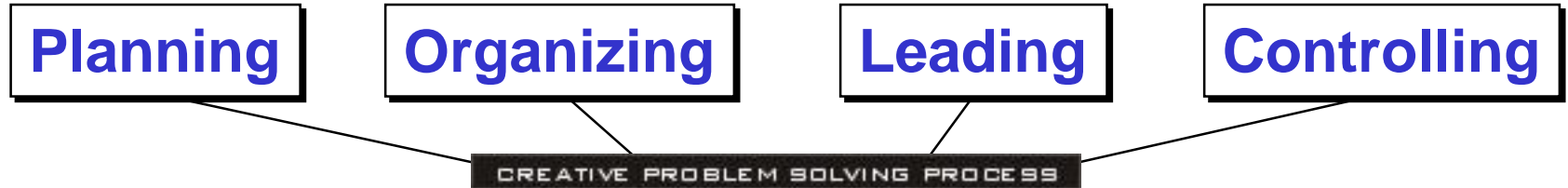
Organizing

Customer

Anyone that receives an output from any of your processes, both within the company and external to the company. Most employees of companies deal more often with internal customers rather than external customers. However, all processes eventually lead to the external customer.

Organizing

Organizational Customer Identification

Organizing

Organizational Customer Identification

Customer Call	Receptionist	Customer Service	Product Coordinator

	Customer	Delivery	Manufacturing

Accounting Accts. Rec.	Customer	Accounting Billing	

Organizing

Organizational Customer Identification

| Customer Call | Receptionist | Customer Service | Product Coordinator |

Originator

| | Customer | Delivery | Manufacturing |

| Accounting Accts. Rec. | Customer | Accounting Billing | |

Organizing

Organizational Customer Identification

| Customer Call | ▷ | Receptionist | | Customer Service | | Product Coordinator |

Originator — Customer Service Supplier

Customer Call

Originator

Receptionist

Customer Service Supplier

Customer Service

Product Coordinator

Customer

Delivery

Manufacturing

Accounting Accts. Rec.
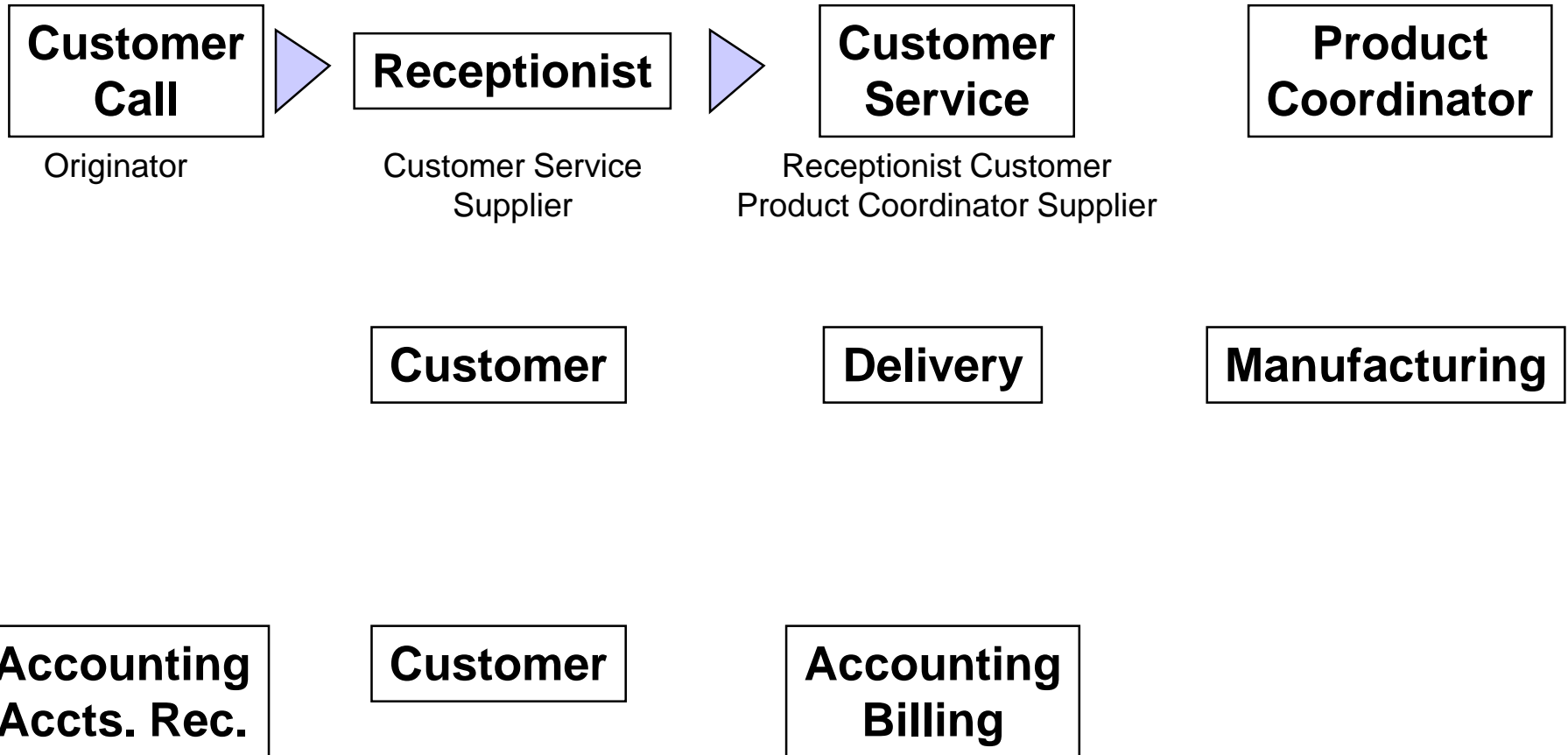
Customer

Accounting Billing

Organizing

Organizational Customer Identification
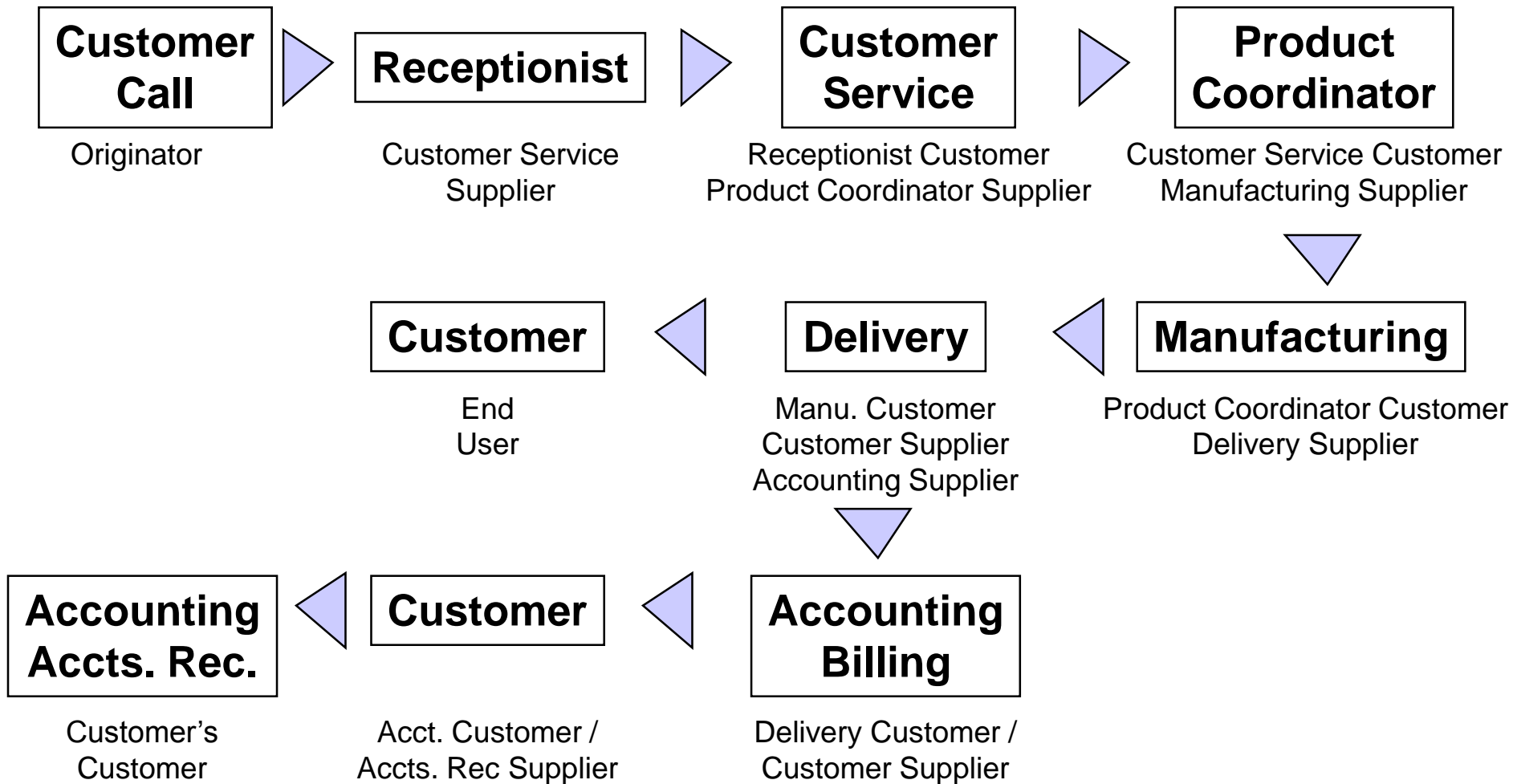
Customer Call	▷	Receptionist	▷	Customer Service		Product Coordinator

Originator

Customer Service Supplier

Receptionist Customer
Product Coordinator Supplier

Customer	**Delivery**	**Manufacturing**

Accounting Accts. Rec.	**Customer**	Accounting Billing

Organizing

Organizational Customer Identification

Customer Call	▷	Receptionist	▷	Customer Service	▷	Product Coordinator

Originator   Customer Service Supplier   Receptionist Customer Product Coordinator Supplier   Customer Service Customer Manufacturing Supplier

Customer	◁	Delivery	◁	Manufacturing

End User   Manu. Customer Customer Supplier Accounting Supplier   Product Coordinator Customer Delivery Supplier

Accounting Accts. Rec.	◁	Customer	◁	Accounting Billing

Customer's Customer   Acct. Customer / Accts. Rec Supplier   Delivery Customer / Customer Supplier

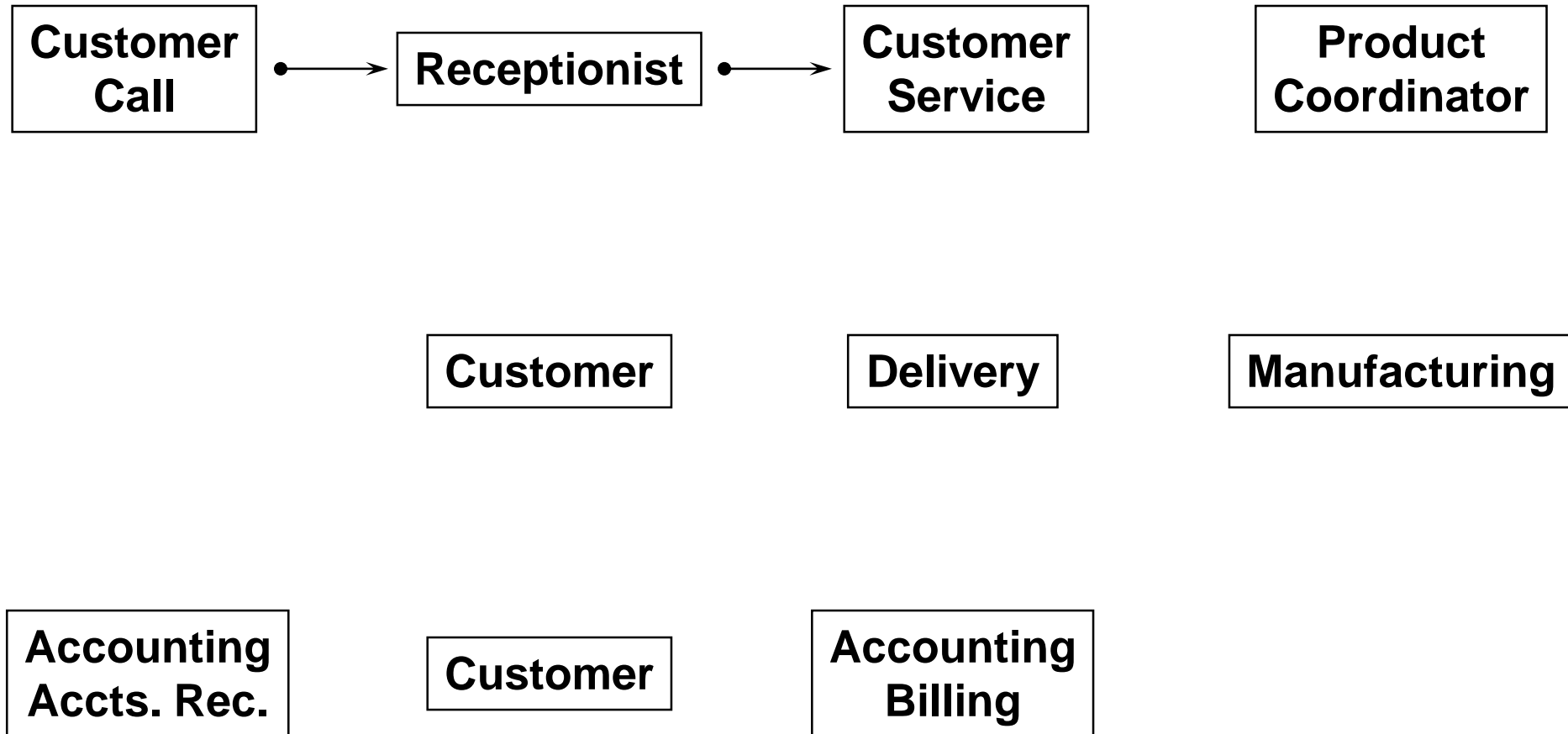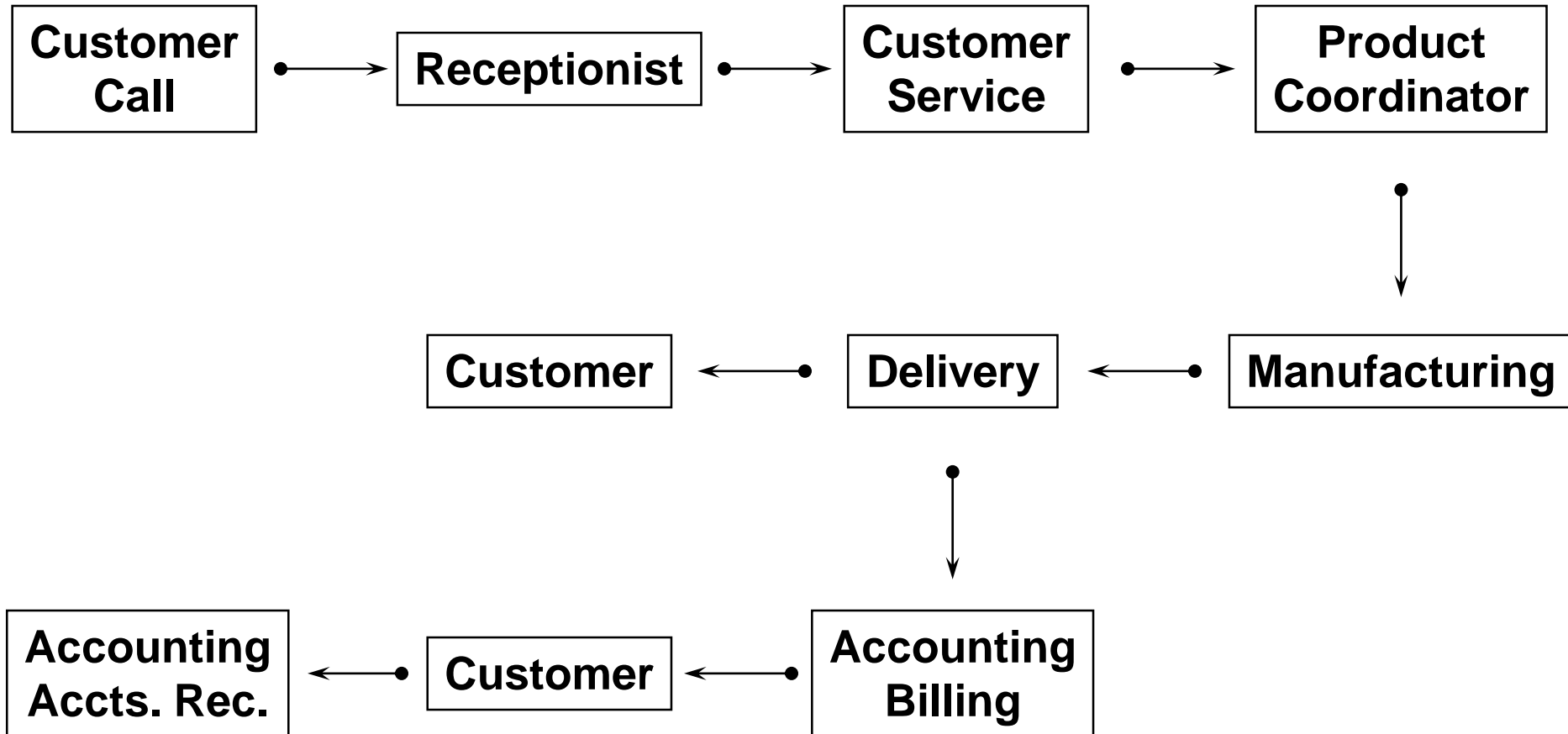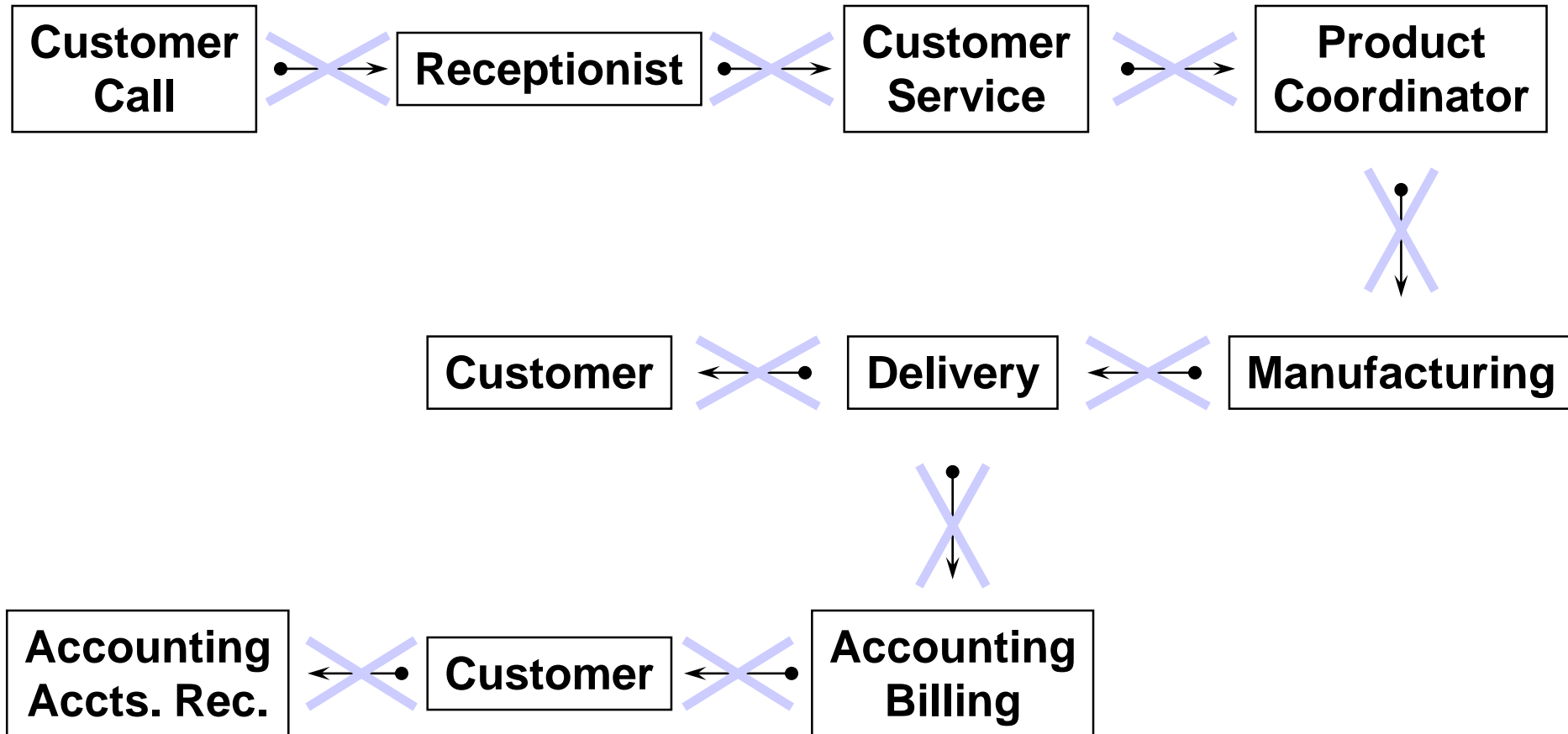# Organizing

Organizational Process Connectivity (FLOW)

Organizational Process Flow

Organizing

Organizational Process Connectivity (FLOW)

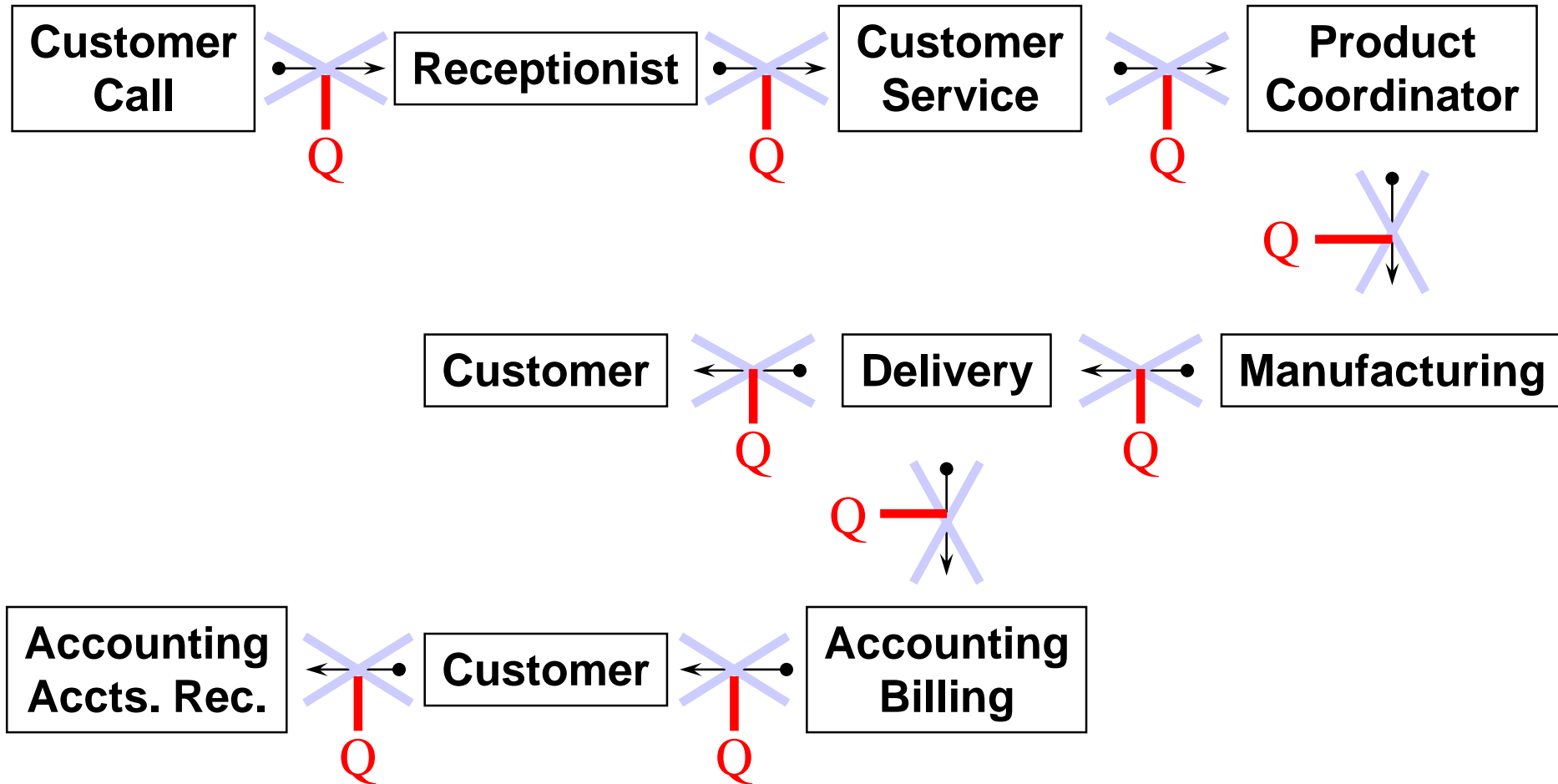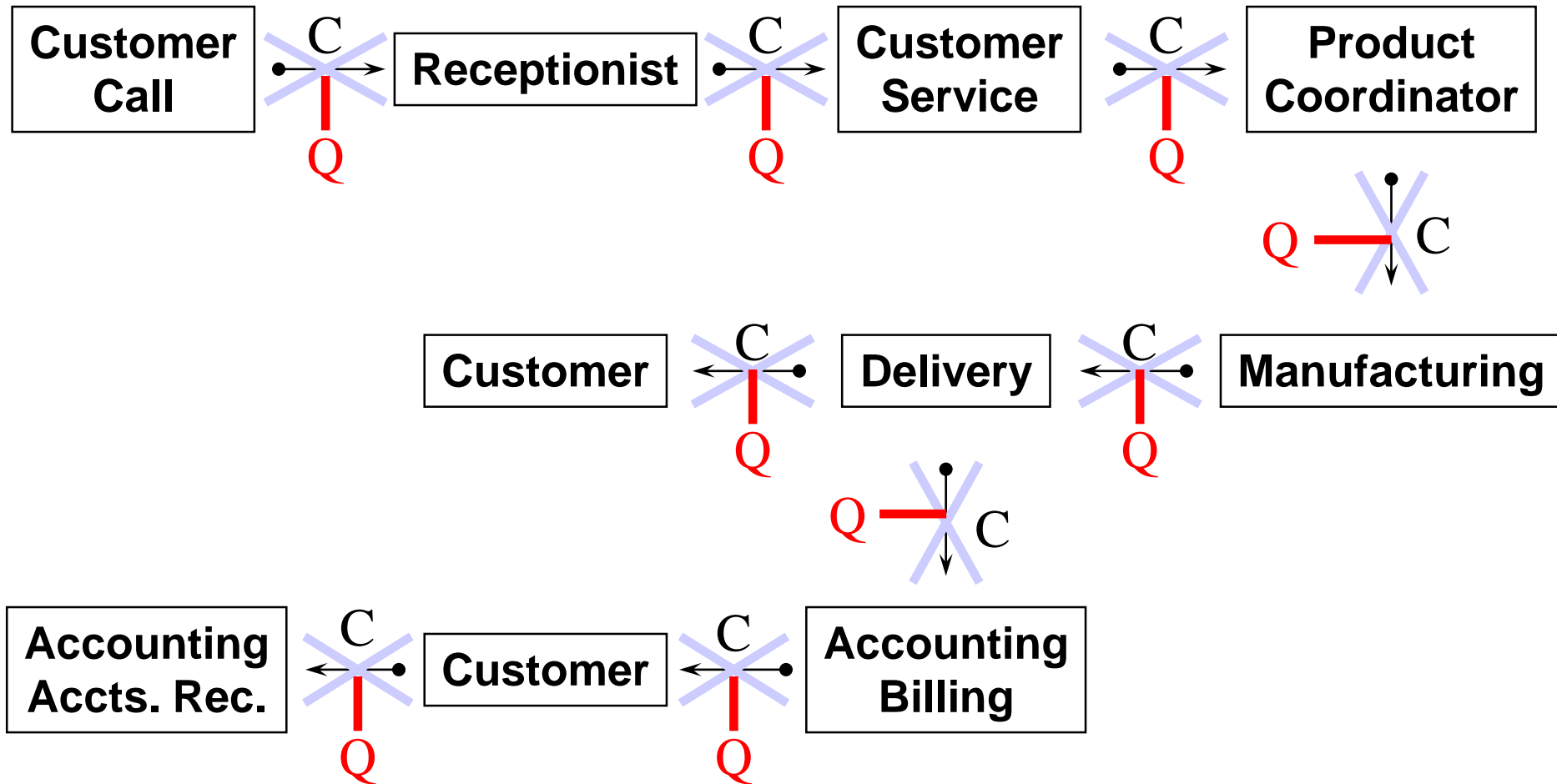| Customer Call	Receptionist	Customer Service	Product Coordinator

	Customer	Delivery	Manufacturing

Accounting Accts. Rec.	Customer	Accounting Billing	

Organizing

Organizational Process Connectivity (FLOW)

| Customer Call | → | Receptionist | | Customer Service | | Product Coordinator |

| | | Customer | | Delivery | | Manufacturing |

| Accounting Accts. Rec. | | Customer | | Accounting Billing |

Organizing

Organizational Process Connectivity (FLOW)

| Customer Call | → | Receptionist | → | Customer Service | | Product Coordinator |

| | | Customer | | Delivery | | Manufacturing |

| Accounting Accts. Rec. | | Customer | | Accounting Billing | |

Organizing

Organizational Process Connectivity (FLOW)

Customer Call	→	Receptionist	→	Customer Service	→	Product Coordinator

Customer	←	Delivery	←	Manufacturing

Accounting Accts. Rec.	←	Customer	←	Accounting Billing

Organizing

Organizational Process Connectivity (FLOW)

Customer Call	→	Receptionist	→	Customer Service	→	Product Coordinator

Product Coordinator → Manufacturing

Customer	←	Delivery	←	Manufacturing

Delivery → Accounting Billing

Accounting Accts. Rec.	←	Customer	←	Accounting Billing

Organizing

Organizational Process Connectivity (FLOW)

| Customer Call | → | Receptionist | → | Customer Service | → | Product Coordinator |

Q   Q   Q   Q

| Customer | ← | Delivery | ← | Manufacturing |

Q   Q

Q

| Accounting Accts. Rec. | ← | Customer | ← | Accounting Billing |

Q   Q

Organizing

Organizational Process Connectivity (FLOW)

Customer Call	C / Q	Receptionist	C / Q	Customer Service	C / Q	Product Coordinator

Q — C

Customer	C / Q	Delivery	C / Q	Manufacturing

Q — C

Accounting Accts. Rec.	C / Q	Customer	C / Q	Accounting Billing

Leading

- Develop human Resource Management

- Create and implement Employee Handbooks

- Instantiate and institute performance expectations

- Establish and perform regular performance reviews

- Develop and institute reward and recognition systems

Leading

MASLOW'S HIERARCHY OF NEEDS

- Self Actualization
- Esteem Needs
- Social Needs
- Security Needs
- Physiological Needs
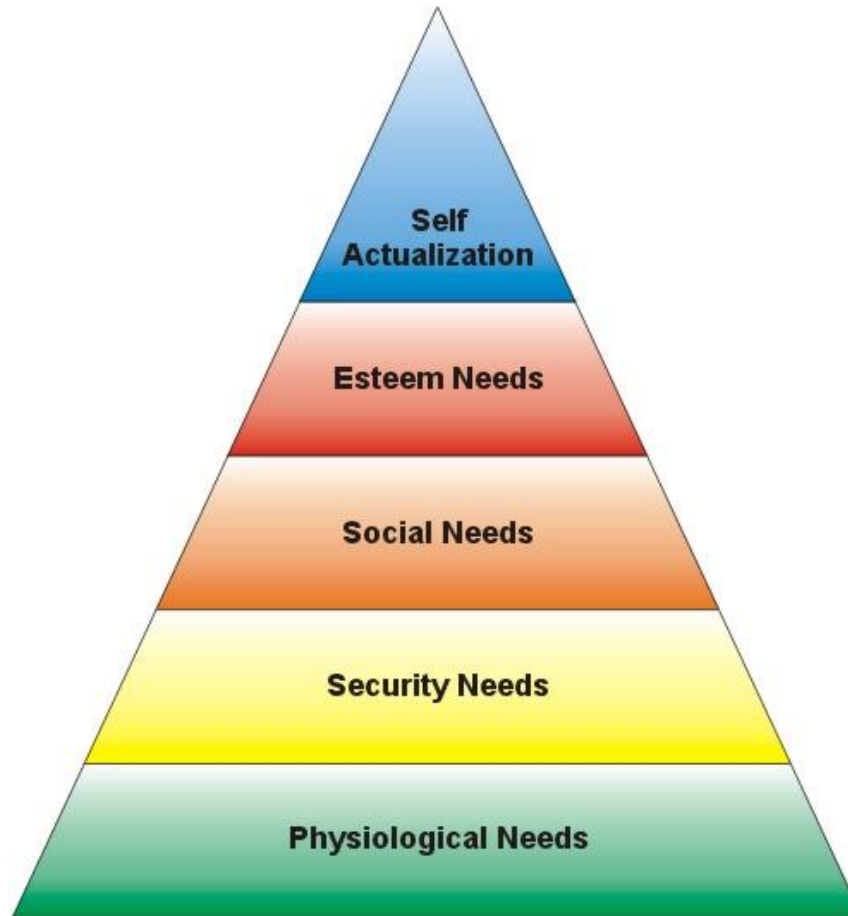
Hawthorne Effect

Westinghouse Relay Assembly Study

An effect produced by a secondary factor, such as the attention given to the subjects, rather than by the factor under study.

Controlling

- Process design and updates

- Statistical metric design and compliance

- Internal Auditing

- Technology solutions

- Intranet development

Controlling

Process Obsessed

Controlling

Reasons We Use Written Processes

- To identify and meet customer expectations consistently
- To have the ability to measure process input
- To have the ability to measure process output
- Retain organizational core competencies
- To be able to cross train and retrain new and existing employees
- Processes tend to be the focus of quality inspectors

Controlling

Written Process Enablers

A written process gives us the clear understanding of the tasks requirements by providing us the following key elements.

- Knowing what the requirements of the customer are.
- Knowing what inputs we need to meet those customer requirements.
- Knowing what actions must be applied to the inputs in order to produce output.
- Being able to verify that correct inputs are being received.
- Being able to verify that correct output is being produced

Controlling

QUALITY IMPROVEMENT PROCESS
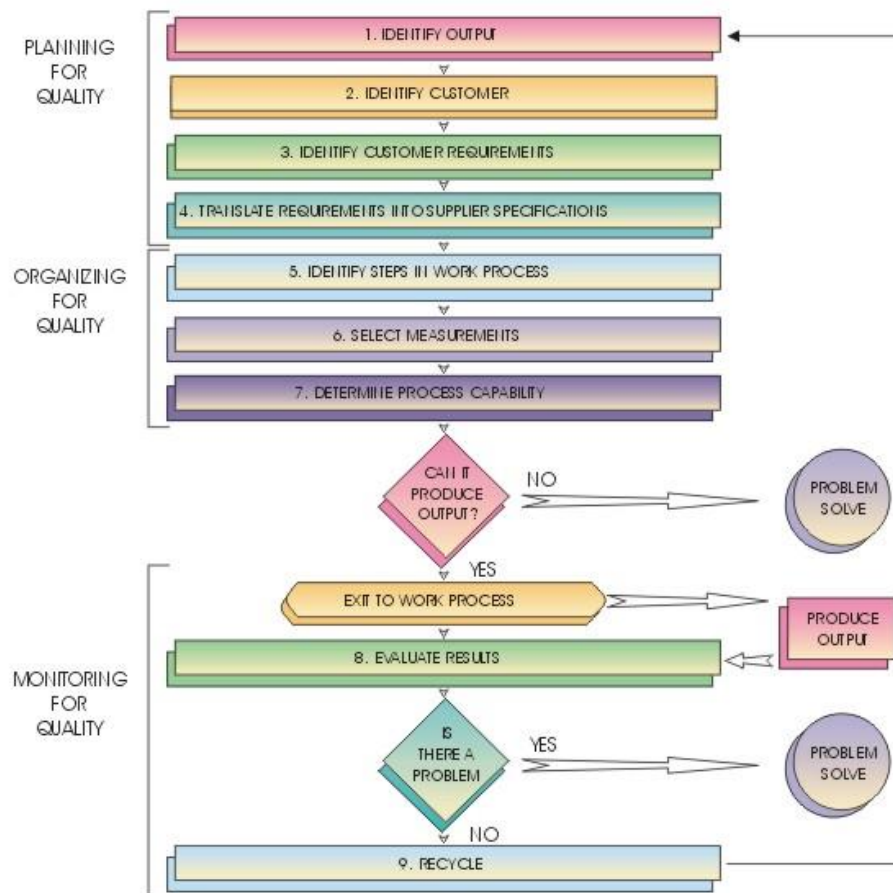
Auditing

- Performance of In-system design Internal Audits
- Performance of pre-Accreditation Audit
- Application for Accreditation with selected registrar
- Walk the Accreditation 3rd Party Audit
- Assist with correcting any non-conformities
- Assist with Continuous Quality improvement

Deployment
Putting it All Together

Total Quality Management → Organizational Process Flow
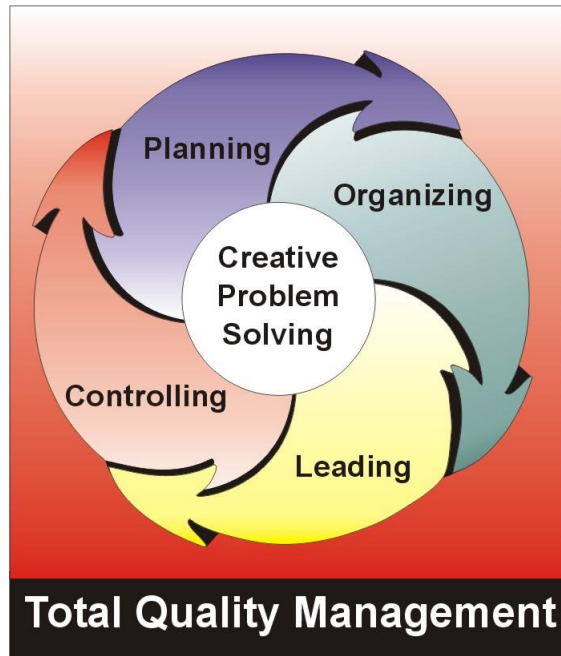
Deployment

Strategic Planning Meeting

- Typically 2-3 Day Planning Session
- Highest levels of management must attend
- Recommend line management and potential managers to attend
- Planning should be for every segment of the organization
- Recommended to be off-site

Deployment

Leadership Development Training

This is typically a three-day training class. It is fast paced and interactive. It is recommended that this course be conducted off-site. An off-site location is preferred in order to optimize the focus of the participants. It reduces interruptions, it can be a recognition opportunity, and it allows for a break from the day-to-day.

The course is usually conducted Tuesday-Thursday, 8-5. However, in recognition of some organizations inability to allow all managers, supervisors, and candidates off-site for three business days the course can be modified to fit in a weekend time frame.

Deployment

Leadership Implementation

- Company Vision, Mission, Goals
- Development of Departmental Vision, mission, Goals
- Determining and setting performance expectations
- Development of Employee Handbooks
- Initial Performance Review and Expectation Setting
- Living Vision, Mission, Goals

Deployment

Organizational Quality Training

Total Quality Management

Organizational Process Flow

This is typically a two-day training class. It is fast paced and interactive. It is recommended that this course be conducted off-site. An off-site location is preferred in order to optimize the focus of the participants. It reduces interruptions, it can be a recognition opportunity, and it allows for a break from the day-to-day.

The course is usually conducted Tuesday-Wednesday and Thursday-Friday, 8-5. However, in recognition of some organizations inability to allow all managers, supervisors, and candidates off-site for three business days the course can be modified to fit in a weekend time frame.

Number of class participants should not be less than 10 nor exceed 20.

Deployment

Process Development

- Creation of Process Map

- Drafting of Processes

- Creation of Document Management System

- Implementation of Intranet (Optional)

- Deployment of Processes

Deployment

Coaching and Mentoring

- Participate in Departmental Meetings

- Participate in Quality Team Meetings

- Assist mangers

- Assist employees

- Start Internal Audit Familiarization

Deployment

Auditing

- Perform Internal Audit

- Register for Accreditation Audit

- Walk Accreditation Audit

- Assist with non-conformities (If any)

Deployment

Fees

Initial Needs Assessment and Program Planning Meeting	$2,500.00
Quality Policy Manual Development	$2,500.00
Quality Plan Development	$2,500
3 Day Leadership Development Training Class	$1,275.00 per student
2 Day Quality Tools Development Training Class	$775.00 per student
Consulting Hours	$175.00 per hour

Textbooks for use in all courses are included in the fees. All other printed materials will be billed separately.

Transforming Inspiration into Implementation