



I W U D A Y S W O R K S H O P

↑ BENCHMARKING ↓ FOR BEST PRACTICES

19 & 20 FEB 2020



Radisson Blu Hotel, Kuwait

ABOUT THE WORKSHOP

Benchmarking is an important part of improving performance by comparing our performance and practice with that of others - through benchmarking we can understand how we are performing, how others are performing, understand why differences in performance might have arisen and then make improvements based on good practice.

Best practices are those practices that have been shown to produce superior results; selected by a systematic process; and judged as exemplary, good, or successfully demonstrated.



JORGE ROMÁN

Organized by



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ABOUT THE WORKSHOP



Designed for:

This course is aimed at, and can be beneficial to, everyone within the organisations, from managers, to executives, to specialists, to administration staff seeking career growth in the quality management.

Aims of the Workshop

The aim of the 2-day's workshop is to enable the participants to conduct a benchmarking exercise, in order to improve internal practices, which in turn will improve service/operational performance.

عن الورشة

تعتبر المقارنة المعيارية جزءًا مهمًا من تحسين الأداء من خلال مقارنة أدائنا وممارساتنا مع أداء الآخرين - من خلال المقارنة , يمكننا أن نفهم كيف نقوم بالأداء , وأداء الآخرين , وفهم سبب ظهور الاختلافات في الأداء , ثم إجراء تحسينات على أساس الممارسة الجيدة

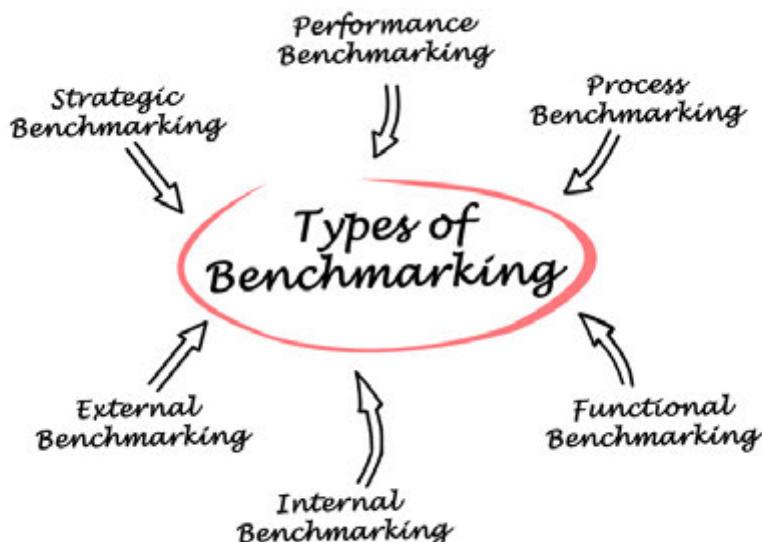
أفضل الممارسات هي تلك الممارسات التي ثبت أنها تحقق نتائج ممتازة ؛ تم اختيارها بواسطة عملية منهجية ؛ والحكم على أنها مثالية , جيدة , أو أثبتت نجاحها

الحضور المستهدف

ورشة العمل مفيدة للجميع في المؤسسات من المديرين إلى المديرين التنفيذيين والمتخصصين وموظفي الإدارة الذين يسعون لتحقيق نمو مهني في إدارة الجودة

أهداف ورشة العمل

الهدف من ورشة العمل التي تسنم يومين هو تمكين المشاركين من إجراء تمرين مرجعي , من أجل تحسين الممارسات الداخلية , والتي بدورها ستحسن أداء الخدمة و التشغيل.



WORKSHOP LEADER

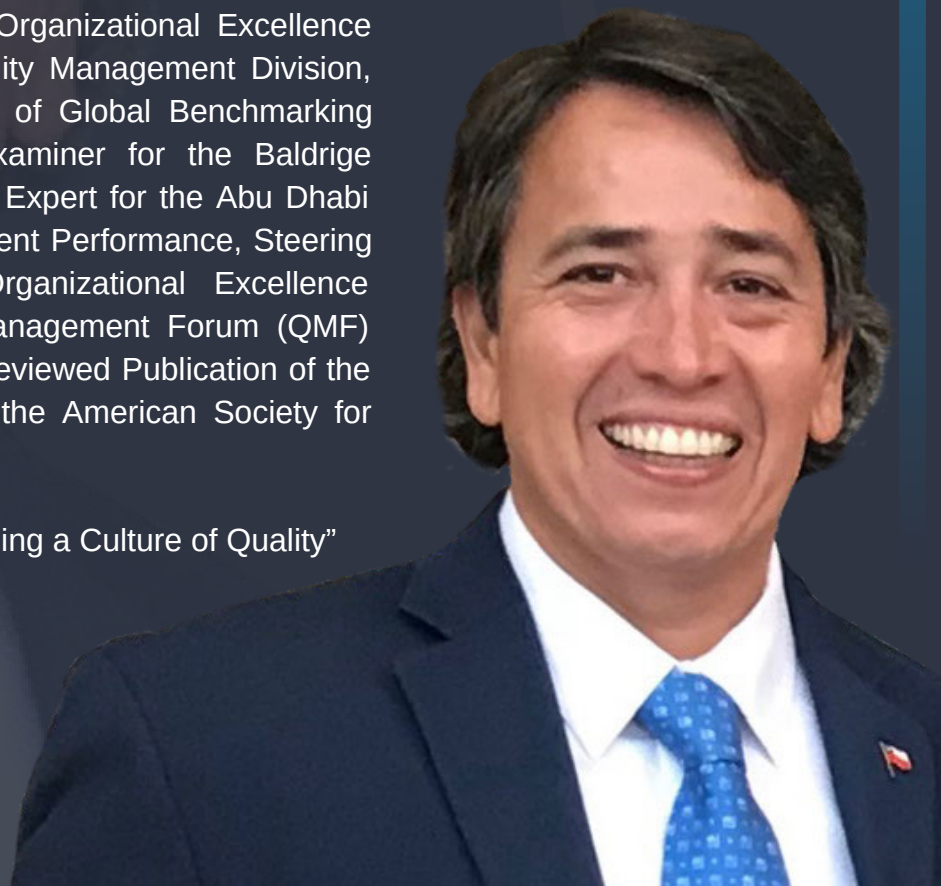
Jorge J. Roman

Jorge Román is PhD (Lleida University in Spain), a Mechanical Engineer with a MBA (NSU, Tulsa-Oklahoma, USA). His areas of expertise focus on the application of Quality Improvement to business in service and products (TQM, Lean Management, Benchmarking, Business Excellence Framework). Professional Speaking/Education & Training. Conduct organizational assessment using Business Excellence Frameworks like Malcolm Baldrige, Dubai (4G), Abu Dhabi Excellence Program, Iberoamerican, CAF, & Chilean to create customer-centric organizations.

Global Presence: Speaker in Business Excellence, Benchmarking at local, regional, national and international levels. Over 50 presentations around the world (UAE, Singapore, United States, New Zealand, Kuwait, Philippines, China, Malaysia, Argentina, México, Guatemala, Costa Rica, Peru, Colombia, Venezuela and Chile). Jorge Román is currently an International Consultant in Business Excellence & Benchmarking at Dubai Police Headquarters in Dubai UAE.

He is member of ASQ (American Society for Quality), ASQ Chile Country Counselor (2015-2018), International Academy for Quality (Member), Organizational Excellence Technical Committee of the Quality Management Division, ASQ, ViceChairman (2011-2013) of Global Benchmarking Network (GBN), International Examiner for the Baldrige Training Program, Subject Matter Expert for the Abu Dhabi Award for Excellence in Government Performance, Steering Committee Member – ASQ Organizational Excellence Technical Committee. Quality Management Forum (QMF) Editorial Review Board (A Peer-Reviewed Publication of the Quality Management Division of the American Society for Quality).

Author of Book: "Six Steps to Building a Culture of Quality"



“BENCHMARKING” FOR BEST PRACTICES

JORGE ROMÁN

19 - 20 February 2020

Radisson Blu Hotel



Registration Fees

400

Event admittance includes: event education and training, all general sessions and content sessions, coffee breaks, and lunch for the two days. All attendees will receive a certificate of attendance.

Payment Policy

Payment is due in full at the time of registration and includes lunches, refreshments and detailed event materials.

Your registration will not be confirmed until payment is received and may be subject to cancellation.

Payment Details

- Payment through Cheque to be made in favour of Spatial Conferences and Exhibitions Company
- Payment through wire transfer to follow details as below:
 - Payee: Spatial Conferences and Exhibitions Company
 - Bank: Kuwait Finance House
 - Account: 231010006607
 - Swift Code: KFHOKWKW
 - IBAN: KW69KFHO0000000000231010006607

Cancellation and Substitution Policy

Substitutions at no extra charge can be made up to 7 business days before the start of the event.

Cancellations must be received in writing or by fax to +96522491600, more than 7 days before the event is to be held in order to obtain full credit for any future event.

Cancellations received 7 days or less (including the seventh day) prior to the event will not be credited.

Registration & Inquiries

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Full Name

Job Title

Department

Organization

Office Tel

Mobile

Fax

Email

Signature