



invites you to

AQN 20th Annual January Breakfast Seminar Thursday, January 28, 2010 Marriott Pyramid North

Registration: 6:45 a.m. • Program: 7:20-9:00 a.m.

AQN Members: \$30 or \$280 for table of ten

Non-Members: \$40 or \$380 for table of ten

**For reservations, fax registration form to (505) 856-0104
Deadline for reservation is NOON Monday, January 25, 2010**

Evolution of Quality – What’s Next?

Presented by J. Er Ralston, VP, Juran Institute

PRESENTATION

An exploration of quality – how key quality programs have refined their definitions of quality and an exploration of where we are headed next – how the management of quality may change in the coming years

SPEAKER

James Er Ralston is a Vice President with Juran Healthcare with over 29 years of accomplishments in numerous operations and quality leadership interventions. As a Juran trainer and consultant, Mr. Ralston has trained and coached hundreds of people and teams to use Advanced Performance Management Systems to achieve strategic goals and objectives. Prior to joining Juran, he led the Six Sigma deployment at Wake Forest University Baptist Medical Center where he trained, coached, and mentored over 100 Six Sigma practitioners and the leadership team which resulted in project savings of over eight million dollars. His distinguished career includes having served as Director of Engineering and Quality at Atrium Windows and Doors, as a principal consultant and co-owners of Hoyt & Ralston, Inc, a management consulting firm, and as Director of Quality for AMP, Inc. (now Tyco Electronics). Mr. Ralston has a BS in Statistics from North Carolina State University and an MBA in Quantitative Analysis from the University of North Carolina at Greensboro. He is an ASQ Certified Quality Engineer, a certified Six Sigma Master Black Belt, and has served as an Examiner and Senior Examiner for the Malcolm Baldrige Board of Examiners.

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Individual Reservation:

Name: _____

Organization: _____

E-mail: _____ Phone: _____ Fax: _____

Table Reservation Names:

1. _____ 6. _____

2. _____ 7. _____

3. _____ 8. _____

4. _____ 9. _____

5. _____ 10. _____

Payment:

To pay by check – enclose registration form and mail check to:

Albuquerque Quality Network, PO Box 16165, Albuquerque, NM 87191-6165

To pay by credit card – fill out and fax registration to AQN at 505-856-0104

VISA Mastercard Amount to be charged: \$ _____

Card # _____ Exp. Date (mm/yy) _____

Security Code (3 #s on the back signature line) _____ Billing address zip _____

To pay by invoice – fill out and fax registration to AQN at 505-856-0104

Purchase Order # _____ Amount to be invoiced: \$ _____

Organization billing address: _____

Mail or FAX this form to:
Albuquerque Quality Network
c/o Jean Gibson, P.O. Box 16165
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Questions?

Call (505) 856-5147
FAX: (505) 856-0104