



Training Course Agenda

538 – Quality Culture Assessment Tool and Training

DAY 1

8:30 **Welcome and Introductions**

9:00 Vision and Background

9:30 Behaviors vs. Attributes

10:30 **Coffee/Tea Break**

10:45 Audit Logistics and Tools

11:15 Introduction to the Case Study

12:00 **Lunch**

13:00 Mock Assessment
Employee Ownership and Engagement, Continuous Improvement, Technical Excellence

14:30 **Coffee/Tea Break**

14:45 Mock Assessment
Employee Ownership and Engagement, Continuous Improvement, Technical Excellence (cont.)

16:00 **End of Day 1**

DAY 2

8:30 **Recap Day 1**

8:45 Mock Assessment
Leadership Commitment, Quality Communication and Collaboration

10:00 **Coffee/Tea Break**

10:15 Mock Assessment
Leadership Commitment, Quality Communication and Collaboration (cont.)

12:00 **Lunch**

13:00 Characteristics of a Successful Auditor

13:30 Learning from Previous Participants – Understanding Scores

14:30 **Coffee/Tea Break**

14:45 Getting Site Management Involved and Setting Expectations

15:15 Wrap up and Feedback

16:00 **End of Training Course**