



Training Course Agenda

PDA 538.3 Quality Culture Assessment

DAY 1

9:00 Welcome and Introductions

9:15 Background on Quality Management Maturity Tool Development and Deployment

9:45 Orientation to the tool itself and connected resources

10:30 Break

10:45 Planning for an assessment

11:30 Leveraging the assessment interviews to lay groundwork for delivery of results and recommendations

12:00 End of Day 1

DAY 2

9:00 Welcome and Recap of Day 1

9:15 Planning and practice for interviewing and rating

10:30 Break

10:45 Mock interviews with feedback

11:45 Review of key planning considerations, hotspots, and tips for successful interviewing

12:00 End of Training Course