



Event Agenda

Measuring Quality Culture using PDA's Assessment Tool Training Course (PDA 538)

DAY 1

8:30	Welcome and Introductions
9:00	Background on Quality Management Maturity tool development and deployment
9:30	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	Lunch
13:00	Planning and practice for interviewing and rating
14:30	Break
14:45	Mock interviews with feedback
15:30	Review of key planning considerations, hotspots, and tips for successful interviewing
16:00	End of Event