

Invitation from ASQ Vancouver (BC) Section January 25, 2021 Virtual Meeting

DATE:

**Monday,
January 25, 2021**

This is a virtual meeting/webinar.
Information and instruction for
how to join the meeting will be
provided with registration.

Time:

6:00 pm – 7:30 pm PST

Cost:

\$10 ASQ Members

\$15 non members

**For more information and to
register for this online/virtual
meeting, click [here](#). Registration
is required by January 22.**

Attendance at this meeting earns
RUs toward ASQ recertification.

NOTE: Be sure to use the same
email address to join the virtual
meeting as you use when
registering in order to receive the
RUs. You must register for the
event and join virtually to receive
RUs.

For more information about the
Vancouver ASQ Section #408 click
[here](#).

For more information about our
local Columbia Basin ASQ section
and future upcoming events:
www.asq614.org/.

The Foundational Change Toolkit for Quality Professionals



Peter de Jager

Keynote Speaker, Writer and Consultant

Every manager involved with Quality, regardless of industry sector, will likely agree on the validity of the simple statement, "Quality is an ongoing process. There's no final destination where we can stop and rest on our laurels."

This statement comes with a hidden imperative.

This is evident in the overlapping S-Curves in Maturity models. We reach Quality limits within existing approaches and must shift to new process to achieve greater levels of quality.

Each process shift requires a Change to processes that allowed us to achieve existing Quality levels. This means that while much of Quality Assurance is about making sure processes become part of the Culture, there is a critical requirement for bringing Change about, sometimes having to disrupt processes and cultures that have resulted in huge gains with respect to Quality.

This webinar will address two topics: 1) The Virginia Satir Change Process – with attention paid to the inevitable connection to maturity models; and 2) a template for communicating any type of Change.

Attendees will gain:

- An understanding of a Change Process Model that explains WHERE resistance originates, and the different phases involved in accepting a Change – whether it is externally imposed, or internally demanded.
- A Communications framework supported by the Change Model, that focuses on the key questions underlying the resistance to ANY Change and the need to tailor management responses to those questions that are unique to their Change Initiative.

About the Speaker: Peter de Jager is a keynote speaker/writer/consultant on the issues relating to the issue of managing change of all shapes and sizes in all types of organizations. He has published hundreds of articles internationally on topics ranging from Problem Solving, Creativity and Change to the impact of technology on areas such as privacy, security, and business. His articles have appeared in The Washington Post, The Wall Street Journal, The Futurist and Scientific American. Peter is recognized worldwide as an exciting, humorous, provocative, and engaging speaker for International Settlement.