

Out of the Crisis Seminar Agenda June 7-9, 2010 Los Angeles, CA

The seminar is conducted with presenters. It is not lecture-style and is interactive. Significant time is spent in exercises or discussions and their application. The seminar is based on Dr. Deming's two books on management - *Out of the Crisis* and *The New Economics*.

It focuses on a system of interlocking concepts that lead to understanding how the organization can work as a system, how an organization can learn as it develops, how to get the best out of people, and interpret data.

The Seminar Includes:

- Interactive exercises including: The Red Bead Exercise, The Red Squares, Management is Prediction, understanding PDSA and Control Charts.
- Working group activities.
- Facilitation and discussion by experts.
- Examples of applications, discussions of how to use this thinking in your company.

Some of the Topics Covered:

- Responsibilities of a leader and challenges
- Review of traditional management and questions that surface
- Effects of management policies and practices
- When to take action on processes, and the type of action to take
- The relationship between information and knowledge
- The effect of inappropriate actions on false signals and tampering
- How to work as a system and create a learning organization
- The organization is a system that includes customers and suppliers
- The impact of quota's, MBO, pay for performance and others
- Implementation of new thinking in your organization

The seminar material is applicable to management in every size business and service organization, education, retail, health care, government and manufacturing. It will benefit those being introduced to Deming's thinking for the first time as well as those familiar with his philosophy.