

Invitation from ASQ Vancouver (BC) Section February 22, 2022 Virtual Meeting

DATE:

**Tuesday,
February 22, 2022**

This is a virtual/online meeting. Log-in information will be provided on the registration confirmation email.

Time:

6:00 pm – 7:30 PST
(check website to confirm time)

Cost: Free for ASQ members and non-members

To register for this online/virtual meeting, click [here](#).

Attendance at this meeting earns 0.5 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 0408, click [here](#).

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

People Before Process



Jeff Griffiths, FCMC
Co-Founder and Managing Director
WorkForce Strategies International

Quality is the key to success. Creating quality – that is, delivering what’s promised to the customer (and then some) the first time, every time should be the aim of every organization. But what drives quality? Is it the process? Technology? People? Something else?

People are important for success in a stable situation – but in times of unprecedented change and global crisis, they are absolutely the critical component.

In this informative 60-minute webinar, you will learn:

- ✓ The ROI on individual and collective competency
- ✓ The value of understanding “Whole Person Competency”
- ✓ How to document and develop team competencies to drive all your key metrics (safety, quality, productivity)

Process is important. But it’s the people who generate quality, with everything they do individually and collectively. If you want your quality metrics to improve, focus first on the human side of the operation. The results – and the return on investment – will astound you.

About the speaker: Jeff Griffiths is a leading practitioner in the optimization of the interface between individual competency and organizational design. He is the co-founder and Managing Director at WorkForce Strategies International, a Canadian-based workforce and organizational development consultancy that helps clients achieve extraordinary results by focusing on the competencies – both overt and hidden – within their business.

In addition to his role at Workforce Strategies, he is a Fellow Certified Management Consultant (Institute of Certified Management Consultants of Alberta), a Senior Fellow at the Canada West Foundation, a member of the Workforce Council at the North American Strategy for Competitiveness (NASCO), and a member of the National Learning Network for the US Chamber of Commerce Foundation’s Talent Pipeline Management.