



PLEASE JOIN US FOR THIS MONTH'S PROGRAM!

Sara Frederick will discuss "Designing for the Customer Experience", a structured process that supports organizations of any size or industry in designing for and creating exceptional customer experiences using tools, templates and methods to:

- create a visual map of what the current experience looks like for their customers
- create a desired state experience map
- develop and implement processes and behaviors that intentionally create exceptional experiences for their customers.

Frederick refers to the quote from Maya Angelou: "I've learned that people will forget what you did, but people will never forget how you made them feel." Her program will give participants ideas and strategies to ensure that their customers have amazing stories of outstanding service to share.

Frederick, a Lean Six Sigma Green Belt in quality improvement, is a Customer Solutions Engineer for Presbyterian Healthcare Services and is a part of the Exceptional Experience Team.

Thursday, April 23, 2015

Marriott Uptown Albuquerque Hotel

2101 Louisiana Blvd NE, at I-40

Check-in & Network: 7:00 – 7:30 am

Announcements & Presentation: 7:30 – 9:00 am

Breakfast: coffee & assorted pastries.

**For more information, and to register by Friday, April 17,
visit the website: <http://www.AQNetwork.org>.**

The breakfast is at no charge to employees of member organizations; guests pay \$20.

The Albuquerque Quality Network (AQN) has been engaged in promoting education and training on quality principles and processes to improve organizational performance for twenty-five years.

AQN serves as a resource for businesses and organizations with regular breakfast seminars with speakers on performance measurement, process management, recognizing and building strengths, turning numbers into clear and useful information, and more. The topics are relevant to those on a "Quality Journey" with programs like Six Sigma, Lean, the Malcolm Baldrige National Quality Awards, and others.

AQN recently partnered with the Anderson School of Management at the University of New Mexico for a certification program on quality management.

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