



PLEASE JOIN US FOR THIS MONTH'S PROGRAM!

FROM CUSTOMER DATA TO COMPANY DECISIONS

Dawn Reed and Kathleen Swanson will discuss types of data available to companies and effective methods to derive meaning from the data to drive company decisions. They will cover parameters to consider in establishing the analysis and review processes. Seminar attendees will learn how to use appropriate data and understand how it supports company decisions that lead to improved processes, products and results.

Dawn Reed, owner of Human Strategies Consulting, specializes in strategic planning, process improvement, leadership development and team-building skills. Ms. Reed serves as a Baldrige national examiner as well as a judge for the International Team Excellence Awards sponsored by the American Society of Quality. She holds certifications in several leadership and quality improvement programs.

During her career, Kathleen Swanson, MS, RPh, has managed the development and implementation of clinical pharmacy services in a variety of settings, and has overseen performance improvement and management systems, and regulatory compliance programs. She collaborated on a total quality management system in a large federal healthcare facility that earned the Baldrige Performance Excellence Award. She now works toward the implementation of ISO standards at a multi-site research organization. She is a board member for the Albuquerque Quality Network.

Thursday, November 19, 2015

7:00 - 7:30 am - Networking: Coffee & pastries served

7:30 - 9:00 am - Program

Marriott Uptown Albuquerque Hotel

2101 Louisiana Blvd NE, Albq. 87110

**For more information and to register, visit the website: <http://www.AQNetwork.org>.
The breakfast is at no charge to employees of member organizations; guests pay \$20.**

RSVP by Monday, November 16, 2015.

**The program is part of the Quality Certificate Program offered by AQN,
in partnership with the UNM Anderson School of Management.**

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