



## Please Join Us!

### Using Performance Excellence to Drive Customer Engagement

Presented by Sam Hatchell, Corporate Quality Manager for Jaynes Corporation.

Using the Malcolm Baldrige Criteria for Performance Excellence can seem overwhelming. Jaynes has succeeded in applying the Criteria to the current organizational Top Concern. Walk through a customer focus Top Concern where the Criteria helped create a company-wide customer initiative with a systematic approach.

Sam joined Jaynes in 2009. As Corporate Quality Manager his vision and mission include all components of the Project Level Quality Management System including serving as the Personal Development Facilitator and Client Engagement Group Manager. Sam holds a Construction Management degree from the University of New Mexico and is a United States Navy veteran. He is an ASQ Certified Quality Manager and served as a New Mexico Baldrige Examiner.

**Thursday, April 20, 2017**

**Coffee, Pastries and Networking at 7:00 a.m.**

**Seminar begins at 7:30 a.m.**

Albuquerque Marriott Hotel  
2101 Louisiana Blvd NE, Albq. 87110

**Reservations are requested by Friday, April 14, 2017**

For more information and to register [www.AQNetwork.org](http://www.AQNetwork.org)

**Member Employees No Charge, MEP Members \$10.00, Guests \$20.00**

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