



Training Course Agenda

Measuring Quality Culture using PDA's Assessment Tool Training Course (PDA 538.2)

DAY 1

8:30 Welcome and Introductions

9:00 Background on Quality Management Maturity tool development and deployment

9:30 Orientation to the tool itself and connected resources

10:30 Break

10:45 Planning for an assessment

11:30 Leveraging the assessment interviews to lay groundwork for delivery of results and recommendations

12:00 Lunch

13:00 Planning and practice for interviewing and rating

14:30 Break

14:45 Mock interviews with feedback

15:30 Review of key planning considerations, hotspots, and tips for successful interviewing

16:00 End of Training Course