

# CITY OF LOS ANGELES

CALIFORNIA



JAMES K. HAHN  
MAYOR

COMMUNITY DEVELOPMENT  
DEPARTMENT

215 W. 6TH STREET  
LOS ANGELES, CA 90014

Date: OCT 21 2004

To: All WIA-funded Service Providers

From: Manny Chavez, Acting Director  
Workforce Development Division

Subject: **INFORMATION BULLETIN NUMBER: 05-15  
CQI TRAINING**

The first in a series of Continuous Quality Improvement Training Sessions is scheduled for Monday, November 1, 2004, from 8:30 a.m. to 12:30 p.m., in the 3<sup>rd</sup> Floor Conference Room, at 215 West 6<sup>th</sup> Street, Los Angeles, California. This initial session, entitled Introduction to Baldrige and CQI Criteria, will be conducted by Ms. Denise Shields, of MaryAnn Pranke Consulting, and is highly recommended for all Adult, Dislocated and Youth Providers, as well as WDD staff.

To sign-up for the training and to confirm your attendance, please e-mail Ruth Crandall at [rcranal@cdd.lacity.org](mailto:rcranal@cdd.lacity.org). Please limit your attendance to two staff directly involved in your agency's ongoing CQI activities.

If you have any questions or need any further information, please contact your assigned Operations Analyst.

MC:VV:MG

