

# CITY OF LOS ANGELES

CALIFORNIA

CLIFFORD W. GRAVES  
GENERAL MANAGER

COMMUNITY DEVELOPMENT  
DEPARTMENT



215 W. 6TH STREET  
LOS ANGELES, CA 90014

JAMES K. HAHN  
MAYOR

**DATE:** DEC 01 2004

**TO:** All WIA-funded Service Providers

**FROM:** Manny Chavez, Acting Director  
Workforce Development Division

**SUBJECT: TRAINING BULLETIN NUMBER 05-16**  
**CQI TRAINING SCHEDULE**

The following is the schedule for MaryAnn Pranke Training and Consulting, Inc. CQI-related Training Sessions. Information Bulletins will continue to be produced for each individual training session. Although most sessions have been scheduled for either the third or second floor conference rooms at CDD, the locations are subject to change in the Spring.

Meet and Greet	October 18, 2004
Introduction to Baldrige and CQI Training Criteria	November 1, 2004
	November 30, 2004
Linking Performance to Success	December 2, 2004
	May 17, 2005
Balanced Scorecard Lab	December 8, 2004
Effective Teams	December 14, 2004
	April 21, 2005
Strategic Planning	January 10, 2005
Get It, Set It, Move It: Understanding the Baldrige Model	January 24, 2005
Benchmarking Part 1, Process Management	February 11, 2005
Developing an Employee Reward and Recognition System	February 22, 2005
	June 7, 2005
Preserving the Trust	March 9, 2005
Assistive Technology Training	March 25, 2005
	June 6, 2005
Data Collection and Analysis	April 8, 2005
CQI Examiner Training	May 24, 2005

To sign-up for the training and to confirm your attendance, please e-mail Ruth Crandall, at [rcrandal@cdd.lacity.org](mailto:rcrandal@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