

# CITY OF LOS ANGELES

CALIFORNIA

CLIFFORD W. GRAVES  
GENERAL MANAGER

COMMUNITY DEVELOPMENT  
DEPARTMENT



JAMES K. HAHN  
MAYOR

215 W. 6TH STREET  
LOS ANGELES, CA 90014

**DATE:** January 24, 2005

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

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

**SUBJECT: TRAINING BULLETIN NUMBER 05-23  
CQI TRAINING**

A Continuous Quality Improvement Training Session is scheduled for Friday, February 11, 2005, from 9:00 a.m. to 4:00 p.m., in the 3<sup>rd</sup> Floor Conference Room, at 215 West 6<sup>th</sup> Street, Los Angeles, California. This session, entitled Benchmarking Part 1 – Process Management, will be conducted by Ms. MaryAnn Pranke, of MaryAnn Pranke Consulting, and is highly recommended for all Adult, Dislocated and Youth Providers.

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