



ANTONIO VILLARAIGOSA  
MAYOR

**DATE:** 09/26/05

**TO:** LA's Workforce Development System

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

**SUBJECT:** **TRAINING BULLETIN NO. 06-09**  
**PROCESS MANAGEMENT PART 1**

**EFFECTIVE DATE**

This bulletin is effective upon date of issue.

**PURPOSE**

A Continuous Quality Improvement Training Session is scheduled for Tuesday, October 4, 2005, from 9:00 a.m. to 1:00 p.m., at the Community Development Department (CDD), 1200 West 7<sup>th</sup> Street, Los Angeles, California 90017, in Room 428-A. This session entitled, Process Management Part 1, will be conducted by Ms. Doreen Wong, of MaryAnn Pranke Training and Consulting, Inc., and is highly recommended for all Adult, Dislocated Worker and Youth Providers.

This workshop introduces participants to a four-step approach to evaluating and improving processes, root cause analysis of process findings, and solutions to address opportunities for improvement.

**DEADLINE FOR RESPONSE**

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

**WDD CONTACT**

If you have any questions regarding this Training Bulletin, please call Marty Gish, at (213) 744-7153, or e-mail him at [mgish@cdd.lacity.org](mailto:mgish@cdd.lacity.org).

MC:mg