



Free inspiration seminars about **quality management, continual improvements and excellence!**

Sandholm Excellence Center is now available in Portugal. During 2020 we will launch our international courses in Portugal. Both as open training courses given in Ponte de Lima or as company internal training programs in your organization. We start this new initiative by inviting you and your colleagues to free inspiration seminars in Lisboa, Porto and Braga in the spring of 2020.

The purpose with these seminars is to give inspiration, knowledge and ideas about how to succeed with quality, continual improvements and reach excellence. We will share some of our most important experiences and give you a road map towards success. You will also get an opportunity to meet us and discuss quality and find out how we can help you and your organization. During these half days seminars, you will be able to listen to two lectures:

Lecture 1: Reaching Excellence through quality and continual improvements

During the first lecture we will introduce you to a modern quality work and give you understanding about what this can give to your organization. We will present different quality methods and concepts and show you the links to customer satisfaction, excellence and sustainability. We will share our experience from working with thousands of companies and organizations in many different countries since 1971. You will learn how to integrate quality management systems with continual improvement programs and how to develop a quality committed leadership. We will also focus on how to build a quality culture in the entire organization and how to involve all employees.

Lecture 2: How to build an improvement process that creates customer value!

During the second lecture we will focus on how to build a successful program for continual improvements that reduce poor quality costs and build customer satisfaction. We will discuss how to integrate improvement work in business planning and organization strategy. We will explain how to organize the improvement work with clear roles and competence. Concepts like Six Sigma and Lean are presented and we discuss how to use effective methodology and tools to solve problems and develop effective processes. Focus will also be on the development of a result-oriented leadership grounded in fact-based improvement work.

Location and dates of seminars:

Porto, 26 February 2020

Braga, 27 February 2020

Lisboa, 28 February 2020

About the speakers on the seminar:



Dr. Lars Sorqvist is president of Sandholm Associates, the leading training and consulting company in northern Europe founded 1971 by Lennart Sandholm and JM Juran. Lars Sorqvist is also president of Sandholm Excellence Center recently started in Portugal and located in Ponte de Lima. He is also vice president and board member of the International academy for Quality (IAQ).

Over the years Lars Sorqvist has supported hundreds of organizations in many different countries within the area of quality management, continual improvements and excellence. He has a doctorate in Quality Management since 1998, is Associate Professor at the Royal Institute of Technology and part-time professor at Shanghai University in China. Dr Sorqvist has published eight books and many articles. He is board member of the American Society for Quality (ASQ), the Business Excellence Sweden and the Swedish Quality Management Academy (SQMA).



Marita Bergendahl is partner and senior consultant at Sandholm Associates and at Sandholm Excellence Center in Portugal. She is specialized in change management, leadership of improvements and IT-management and have been working as consultant in many different organizations for more than 20 years. Bergendahl has a Master Science from the Royal Institute of Technology and a degree in psychology of leadership within Gestalt. Bergendahl has been working for many years in the Swedish Armed Forces with responsibility for ERP systems (Enterprise Resource Planning) and IT- and information security. She also has deep experience of management and business development from many other organizations.

More information about Sandholm Excellence Center and registration on our free inspiration seminars on www.excellencecenter.net