

Friday, July 12, 2019  
Meeting Time from 9:00 to 12:00  
Pardee, Delaware

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A Community of Trainers and Aspiring Trainers

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## UNDERSTANDING THE RELEVANCE OF QUALITY

The topic to be covered :

1. What is quality & why is it important?
2. Quality and people
3. Quality and process
4. The soft side of quality

## ABOUT THE PRESENTER

Kieran is a performance improvement and organizational change consultant, entrepreneur, public servant, and published author. He holds a doctorate in Business Administration from Walden University and earned his Lean Six Sigma Black Belt from Villanova University. He is the president of Lean Delaware and the author of *Principles of Small Business* and co-author of *Lean Six Sigma for good- Lessons from the Gemba*. Kieran serves as a trusted advisor and coach to entrepreneurs and business leaders. Kieran has spent over 20 years helping organizations and entrepreneurs identify and solve performance limiting complexities using Lean, Six Sigma and Baldrige and other performance improvement methods.