

Continuing Education, Inc.
“Quality Improvement - Tools and Workshops”
June 21 - 28, 2024

Friday, June 21, 2024	5:00pm - 6:00pm	Meet and Greet, Families and Guests Invited Boleros, Deck 4
Saturday, June 22 Serenade Conference Room Conference Center Deck 13	Time	Topic
	9:00am – 10:00am	Introductions and Course Overview
	10:00am – 11:00am	Project Selection
	11:00am – 12 Noon	What is the Problem and How to State It
	12 Noon – 1:00pm	Lunch on your own
	1:00pm - 2:00pm	Developing a Key Driver Diagram
	2:00pm – 3:00pm	How to Make Quality Improvement Work Successful
	3:00pm – 4:00pm	Project Execution Overview
Sunday, June 23	10:00am - 11:00am	Networking and Case Discussions - La Patisserie, Deck 4
Monday, June 24	No Events Today	
Tuesday, June 25 Serenade Conference Room Conference Center Deck 13	Time	Topic
	8:30am – 9:30am	Day One Review and Communication Plan
	9:30am – 10:30am	Identifying Current Conditions
	10:30am – 11:30am	A3 Basics
	11:30am – 12:30pm	Charter Development
Wednesday, June 26 Serenade Conference Room Conference Center Deck 13	Time	Topic
	9:00am – 10:00am	Metrics and Standardization
	10:00am – 11:00am	Data Collection
	11:00am – 12 Noon	Data Presentation and Analysis
	12 Noon – 1:00pm	Lunch on your own
	1:00pm - 2:00pm	Project Reviews
	2:00pm – 3:00pm	Sustainment Plan
	3:00pm – 4:00pm	Project Closure and Review of What We’ve Learned
Thursday, June 27	No Events Today	
Friday, June 28	Have a Safe Trip Home!	

This is a preliminary agenda: meeting times and location are subject to change.

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