

Presented by the Geelong Quality Council

Hosted by the Transport Accident Commission



## Deploying “Quality” Exploring aspects at the TAC

Friday 24<sup>th</sup> July 2015

7:45am registration, 8.00am start - 10.00am finish

Transport Accident Commission, 60 Brougham St., Geelong

### Theme

“Quality” is a term that each organisation defines to suit its clients’ and business needs and obligations. In this exposition style event you will hear from different areas of the TAC Claims Division that contribute to the organisation’s focus on quality. Light refreshments will be served.

### Exposition

The kiosks of this exposition will cover the following topics:

- **Own it or Lose it** – Case study on streamlining process documentation using Process Mgt software
- **TAC Shark Tank** – How we generated ideas to target business needs
- **Defect reduction** in IT systems – Case study on optimised delivery of initiatives using Agile
- **Visual Management** – how to have fun and still have an effective Problem Board
- **5s** – turning “chaos” into “control” within a service environment

### Agenda

7.45	Sign-in at Security Desk, event registration and team allocation. You will be met in Reception.
8.00	Welcome and introduction to TAC
8.15	Team rotations around the expo kiosks. 15 minutes each
10.00	Feedback and Evaluation and Close



### RSVP Monday 20<sup>th</sup> July 2015

Places are limited to 32 and registration is essential. We may need to restrict the number of participants to 2 from each organisation if demand exceeds the number of places available.

Cost: \$30 includes light refreshments.

Dress code: Smart casual.

Register on line: <http://www.trybooking.com/IHGG>

Further details: Flavio Giurco (M: 0439 319 249) or Richard Hamilton (M: 0402 973 894)

# BACKGROUND INFORMATION

## Geelong Quality Council

### Vision

We aim to contribute to the development of a prosperous Geelong community as a not for profit resource that supports individuals and organisations to achieve operational excellence.

### Purpose

To assist Geelong region organisations achieve *operational excellence* by facilitating information sharing on management systems/sustaining, lean/waste reduction philosophies, 6 sigma/systematic problem solving principles and emerging quality approaches. We do this by:

- Arranging regular, low cost, site visits, seminars and workshops focusing on sharing methods and tools that assist in achieving operational excellence.
- Creating a collaborative learning environment where experienced people from a diversity of organisations can share their knowledge and network with others for the benefit of the community.
- Offering experiences for students to learn about operational excellence.

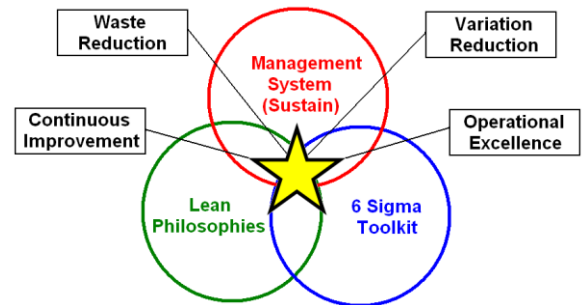
### Values

GQC encourages a respectful open environment where diverse views are welcomed in a manner that accords with ethical business practices.

### Committee

Our committee meets on the second Thursday of the month from 8am-9am at the offices of the Geelong Manufacturing Council, 82 Brougham Street at corner of Yarra Street, Geelong, to plan the activities of the Geelong Quality Council. Meeting dates are on our web site. We welcome new members to our committee.

**Contact:** Flavio Giurco, telephone 0439 319 249, email: [Flavio@OQS.com.au](mailto:Flavio@OQS.com.au) web site: [www.gqc.org.au](http://www.gqc.org.au)



*The truth is your kids learn more from you than you think they do.*

*To find out more about the TAC's latest campaign addressing parental role modelling, visit [www.tac.vic.gov.au](http://www.tac.vic.gov.au)*