

The M6 Educational Centre
Cordially invites you to a
Business Seminar on:

**“Managing Change: Improving Organizational Performance by creating a
Quality-centered culture”**

Featuring

Richard Linowes
Quality Management Leadership Expert

On

13 September 2010
9:00 – 15:00 hrs

at

The M6 Educational Centre

It would be our great pleasure to have you attend this seminar. If you would like to find out more and register, please click [here](#).

We hope you will be able to join us at this exciting event.

Sincerely,



Dimitar Osmanli
Executive Director

M6 Educational Centre Business Seminar on:

“Managing Change: Improving Organizational Performance by creating a Quality-centered culture”

Seminar overview

Local businesses around the world now compete with world-class organizations that use systematic approaches to improving operations. These organizations use quality management practices that enable them to learn from their experience in an on-going way and create innovations in their products and operations.

This seminar will expose participants to the practices of world-class organizations, notably outstanding American and Japanese companies, that use a systems approach to reviewing their operations to improve over time. Participants will assess their own situations and learn from the best to identify some approaches to management that will lead to improved performance.

Who Should Attend

- C-level members and most senior HR managers
- Companies are encouraged to send groups of 3-5 participants to work on their imminent performance challenges

How will you benefit?

Assessment of current organizational capabilities
Identify where improved performance is warranted
Learn how leading organizations achieve outstanding performance
Develop an action plan
Readying your organization for change

“Managing Change: Improving Organizational Performance by creating a Quality-centered culture”

13 September 2010, 9:00 – 15:00 hrs
M6 Educational Centre, 810 Street, 1000 Skopje

9:00 Registration and Coffee

9:30 – 11:00 Module 1: Rising Above Current Approaches to Performance

- Historical Legacy
- Cultural Norms
- Operating Shortfalls
- Interactive Exercise : Key Success Factors in Today’s Environment

11:00 – 11:15 Coffee Break

11:15 – 12:45 Module 2: Lessons from World-class Organizations

- Quality Movement
- Systematic Approaches to Organizational Learning
- Creating a Culture for Performance Improvement
- Interactive Exercise : Learning from Experience

12:45- 13:30 Lunch Break

13:30 – 15:00 Module 3: Revitalizing Your Organization

- Using a Framework for Organizational Improvement
- Readyng Your Organization for Change
- Leadership for Quality
- Interactive Exercise : Developing an Action Plan

Richard Linowes: Quality Management Leadership Expert

Richard G. Linowes is Kogod Outstanding Professor of Undergraduate Programs at the Kogod School of Business at American University in Washington, D.C. and recently was visiting professor of international management at Ritsumeikan University in Kyoto, Japan. He worked for several years with Accenture and was an executive with Wall Street investment bank Goldman Sachs where he helped plan the firm's international expansion. He has been involved with the U.S. Baldrige National Quality Award and helped extend that award to the field of education. Years ago he was a management trainee with Panasonic in Osaka, Japan, and now studies how American and Japanese global organizations adjust to different cultural environments.

He has published a large collection of case studies profiling businesses in emerging markets around the world and trains U.S. State Department foreign service officers how to manage cross-culturally. Dr. Linowes develops innovative approaches to management education and was a Fulbright Scholar for pedagogical innovation.

He has a D.B.A. from Harvard Business School, masters from the University of Michigan in computer and communication sciences, and bachelors from Princeton University where he pursued a self-designed major in cybernetics.