



CHANGE MANAGEMENT

Quality management nowadays is not just measuring and improving the quality of products and services. The profession more and more focuses on the human factor of quality. Improvement takes place, when people are willing to change. Quality management is a way of change management.

MeduProf-S, empowered by Fontys University of Applied Sciences and the Vlaams Centrum voor Kwaliteitszorg (Flemish Centre for Quality Management, www.vck.be) organize a two weeks training "Quality Change Agent" in spring 2013. The program is aimed at quality managers that are involved in a change process or want to be educated in that area.

The program offers an overview of important change management theories. The competences of a quality manager involved in change are presented. For that purpose the recent Quality Change Agent Competence Scheme developed by the European Organisation for Quality (EOQ) is used. The program looks into strengths and weaknesses of the participant regarding change management. Participation leads to a certificate of Continuous Professional Development Services in London and an official certificate *Quality Change Agent* issued by the EOQ.

At the end of their training period the participants:

- Understand the concept of change;
- Understand the essence of change management;
- Are able to guide a change process/project;
- Know how to handle resistance;
- Are aware of their own role in change management;
- Are motivated to take action to support the change management in their organisation.

The following topics will be covered :

- Ignite the passion.
- What is change?
- What is change management?
- What is a Quality Change Agent?
- What is a vision on the future? From IST to SOLL. Scenarios.
- Prerequisites for change.
- Planning, executing, evaluating, reporting, consolidating change.
- How to react on resistance to change?

There is a possibility for the members of EOQ to organise the course for the total price of €40.000 travel and hotel of the trainers not included. The first courses take place in Belgium.

Price per person : €4500 (excl. accommodation)

Dates: 25-29 March 2013

10-14 June 2013

More information:

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