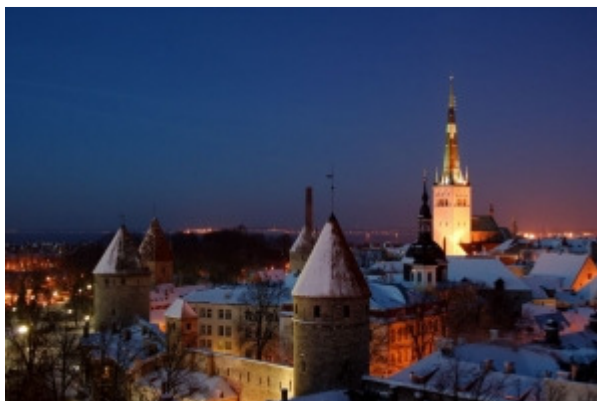




ESTONIAN ASSOCIATION FOR **QUALITY**

EXCELLENCE CONFERENCE 2011

25.-26.01.2011 | Swissôtel Tallinn



The Journey from Mediocrity to Excellence

conference keynote speaker Gregory H. Watson
international management consultant to Nokia, Microsoft, Toshiba and ExxonMobil

International speakers talk about the future of management, how to anticipate future trends, Operational Excellence, Europe 2020 strategy and Estonia joining the euro zone, Quality management in public administration and many other interesting topics.

Top managers of different companies present their practical management experience, including the winners of Estonian Excellence Award 2010 and Finnish Quality Innovation Award.

Estonian Association for Quality celebrates its 20th anniversary with a reception at Estonia Concert Hall in the evening of 25.01.2011.

Conference speeches:

From Poor Quality to Six Sigma: The Journey from Mediocrity to Excellence

Gregory H. Watson, *President of International Academy for Quality, Chairman of Business Excellence Solutions Ltd.*

Art is experience! How to reach an exceptional level of Quality in Customer experience

Christian Mayeur, *Director, Consultant and Artist of Entrepert*

Futuring - Anticipating the Future

Paul Borawski, *Executive Director and Chief Strategic Officer of ASQ*

Europe 2020 and Estonia joining the euro zone

Signe Ratso, *Director, European Commission Directorate General TRADE*

www.eaq.ee/conference



ESTONIAN ASSOCIATION FOR QUALITY

EXCELLENCE CONFERENCE 2011

25.-26.01.2011 | Swissôtel Tallinn

Synergy-Based Approach to Quality Assurance

Tiit Hindreus, Manager of Bureau Veritas Estonia

Quality Management in Public administration in Germany

Dr. rer. nat. Wolfgang Kaerkes, General Manager of Society for Quality Research, Member of the shareholder's meeting of German Society for Quality

Operational Excellence Best Practice in Kemira

Benjamin Nilsson, Development Manager Global Sourcing & Supply Chain Management at Kemira Oyj

Trends in the Quality of Management

Tiia Tammaru, Chairman of the Board of Estonian Association for Quality

Change Management Site Tallinn

Jonas Ygeby, Head of Ericsson Supply Site Tallinn

Stability is equal to constant changes: the behaviour of leaders in a rapidly changing and growing company as a guarantee of stability

Kalle Kuusik, CEO and Chairman of the Board of Enics Estonia

Using partnership model and other approaches at Bio-Competence Centre of Healthy Dairy Products and its relations to results

Ene Tammsaar, Manager of Bio-Competence Centre of Healthy Dairy Products

Conference prices

Conference registration fee

(includes conference 25.-26.01 and EAQ 20th anniversary reception 25.01)

Registration until 17.01 **382,00 € (5977,00 EEK)**

Registration after 17.01 **432,00 € (6759,33 EEK)**

Conference registration fee for EAQ and EOQ members

(includes conference 25.-26.01 and EAQ 20th anniversary reception 25.01)

Registration until 17.01 **249,00 € (3896,00 EEK)**

Registration after 17.01 **299,00 € (4678,33 EEK)**

Only EAQ 20th anniversary reception 25.01

Registration until 17.01 **60,00 € (938,80 EEK)**

Registration after 17.01 **75,00 € (1173,50 EEK)**

VAT 20% will be added to all the prices.



ESTONIAN ASSOCIATION FOR QUALITY

EXCELLENCE CONFERENCE 2011 25.-26.01.2011 | Swissôtel Tallinn

Conference registration

For participation please fill in the registration form here:

https://www.frens.info/site/tmpl/reg9_685_eng.php.

Conference secretariat will send written confirmation via e-mail, fax or mail.

Visas

If you need help with Estonian visas, please contact EAQ Office manager Triin Kraavi (e-mail triin.kraavi@eaq.ee, phone +372 569 56005)

Accommodation

EAQ has booked accommodation for conference participants at Swissôtel Tallinn, Park Inn Central Tallinn and Hotel G9.

Please mark room type and dates at the registration form.

In case of special requests please contact conference secretariat via phone +372 6979 290 or e-mail konverents@frens.ee.

Travelling to Estonia

You can find all necessary information about Estonia, Tallinn and travelling to Estonia at visitestonia.com website.

Here are some quick-find links:

[How to travel to Estonia](#)

[Information about Visas](#)

[Information about Currency and Money](#)

Information about [Tallinn](#), its [modern city](#) and famous [medieval Old Town](#).

If you have any problems with travelling to Estonia, please contact EAQ Office Manager Triin Kraavi (e-mail triin.kraavi@eaq.ee, phone +372 569 56005)

HOME PAGE: www.eaq.ee/conference

Conference secretariat

Frens Conference Services

Toompuiestee 30, 10149 Tallinn

Phone +372 6979 290

Fax +372 6979 201

E-mail konverents@frens.ee

www.eaq.ee/conference