

Breakthrough Business Results with the MVT<sup>®</sup> Process

*QualPro's 22<sup>nd</sup> Annual*



*Quality  
Leadership  
Symposium*

October 12–14, 2011

JW Marriott Hotel Buckhead  
Atlanta, Georgia

**Discover how leading companies are using  
QualPro's MVT<sup>®</sup> Process to achieve dramatic  
breakthrough business improvements  
in retail, service, higher education,  
manufacturing, healthcare, and more!**

# Featured Speakers

## Sentara Healthcare

**Dr. Scott A. Miller, M.D., FACP**

*Vice President, Medical Affairs, Sentara Leigh Hospital*

Sentara Healthcare operates more than 100 care-giving sites in Virginia and North Carolina, including ten acute-care hospitals, six outpatient-care campuses, eight advanced imaging centers, and a medical group with 395 primary care and multi-specialty physicians. Sentara ranked number one on Modern Healthcare's 2011 list of top integrated healthcare networks and is the only healthcare system in the country to be in the nation's top ten for all fourteen years of the survey.

Dr. Scott Miller is Vice President of Medical Affairs for Sentara Leigh Hospital, whose 1,100 employees managed 53,700 emergency visits, 12,800 surgeries, and 2,400 births last year. Dr. Miller is responsible for medical staff services; medical care management, infection prevention and control; risk management; physical therapy; respiratory and pulmonary, laboratory, and pathology services; quality improvement and peer review; and health information services.

Dr. Miller will discuss the state of today's healthcare environment and the need for rapid breakthrough improvement. He will also present his viewpoint on the challenges of attempting to improve an extremely complex system involving numerous stakeholders with often-misaligned incentives. Additionally, Dr. Miller will provide his perspective on the benefits that a performance improvement system like the MVT® Process offers to our American healthcare system. With twenty-seven years as a practicing physician, during which time he transitioned from helping to lead an independent group to being part of a large healthcare system, Dr. Miller has a very insightful point of view to share.



**Scott Miller**

## BP

**Scott Gray**

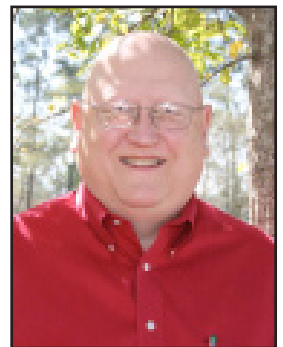
*Vice President – Group Safety and Operational Risk*

*Continuous Improvement and Western Hemisphere Operations*

Scott Gray has more than forty-three years of experience in increasingly senior leadership positions in Union Oil of California, DuPont, and currently BP. He has worked in such diverse operations as fine and custom chemicals, inorganic and organic chemicals, oil, gas, petrochemicals, textile fibers, and polymers. He has served as plant manager for multiple sites, regional HSE director in Asia Pacific, and regional operations director in both Asia Pacific and North America. He is currently a BP vice president supporting the BP Group global safety and operational risk agenda in operations. Scott's thirty-five years at E.I. DuPont included more than fifteen years managing operations at multiple manufacturing sites that synthesized crop protection products with individual batch raw material values commonly exceeding \$1 million.

Scott's expertise includes site transformations, regional operations, highly hazardous materials, quality (SQC, Lean, and Six Sigma), and health, safety, security, and environmental affairs. He also has more than a decade of experience using the MVT® Process to improve manufacturing performance.

Scott will describe the benefits he has seen from establishing an environment for rapid experimentation with many ideas. He will share how he used a near-nonstop regime of MVT® testing to improve the competitiveness of his operation to the point that he was outperforming Chinese products on quality and price in China. Scott will compare and contrast various performance approaches and help the audience understand what he has learned about the real-world benefits versus the required investment. Scott has made a career of building teams and driving change, and he will share the keys to success that his forty-three years have uncovered.



**Scott Gray**

**What I have found is that MVT® works, time after time, for company after company.**

**Stephen Carter  
Chief Executive Officer  
Superior Essex, Inc.**

**MVT® allows companies to test many changes in procedure at once, rather than one-at-a-time. The technique is analogous to polling a small, carefully chosen sample of voters to predict how millions will vote.**

**The Wall Street Journal**

# Featured Speakers

## Quick Chek

**John Schaninger**

*Vice President of Sales and Marketing*

Quick Chek is the premier convenience store chain in the New York metro market, operating more than 125 stores throughout New Jersey and southern New York and employing more than 2,600 team members. Devoted to providing convenient shopping blended with an expansive range of fresh products and services, Quick Chek is a market leader in food service with an exceptional fresh coffee and fresh food program. With twelve pharmacy stores and thirty fuel locations, Quick Chek remains a privately held, family-owned firm dedicated to their stated mission: "A Great Place to Work, A Great Place to Shop, and A Great Place to Invest."

John Schaninger is Quick Chek's Vice President of Sales and Marketing with responsibility for all marketing and merchandising programs. After learning about QualPro from a friend in the industry, John introduced the MVT® Process to his executive team. Since then, Quick Chek has launched three MVT® experiments in less than a year and tested dozens of improvement ideas that include operations, promotions, pricing, store layout, signage, product assortment, and bundling.

John will describe how the Quick Chek team identifies practical, fast, cost-free improvement ideas and manages MVT® projects without disrupting their operations. He will also share how comp sales impact following implementation of helpful ideas across all stores has been astoundingly close to the impact predicted by the MVT® analyses. The MVT® Process is making a very real impact on Quick Chek performance, and John is happy to share the story.



**John Schaninger**

## WellPoint

**Nichola Denney**

*Staff Vice President, Medical Management Operations*

WellPoint is the largest health benefits company in terms of medical membership in the United States, with thirty-four million members in its affiliated health plans and more than seventy million individuals served through its subsidiaries. One in nine Americans receives health-care services through WellPoint's affiliated health plans. WellPoint is an independent licensee of the Blue Cross and Blue Shield Association in fourteen states.

Nichola Denney is WellPoint's Staff Vice President of Medical Management Operations supporting the ConditionCare disease management program that serves chronically ill health plan members. The program offers an adjunct to physician care by providing support from dedicated nurses, dietitians, exercise physiologists, pharmacists, health educators and other health professionals to help participants better understand their chronic conditions, their doctor's orders, and how they can become better self-managers of their conditions. The ConditionCare program is designed to maximize member health status, improve health outcomes, and help control associated healthcare costs.

Nichola will discuss how WellPoint used the MVT® Process to increase member participation in the ConditionCare program. Increasing enrollment and engagement in the program is enabling WellPoint, through its affiliated health plans, to manage more chronically ill members, which yields enhanced quality of life and reduced medical claims costs for members. Prior to joining WellPoint, Nichola led the use of the MVT® Process in other disease management programs and dramatically increased participation for both commercial and government health plans. This broad experience makes Nichola well qualified to discuss the important contributions that MVT® experimentation can make to improve the American healthcare system.



**Nichola Denney**

**Great presentations that blended theory, passion, and hands-on execution as well as sharing specific results.**

**Ed Carroll**  
*EVP*

**The Bon-Ton Stores**

**Over the last twelve years at this Symposium, we have represented over \$208 million of benefits.**

**Ron Lee**  
*Global Director*  
**DuPont**

**The QualPro Leadership Symposium was just wonderful, worth a hundred fold the money and time spent.**

**Jerry McIntosh**  
*Director, Project Management*  
**SNET/SBC**

# Workshops

## *Retailer Uses the MVT® Process to Assess Digital Media*

### **Pilot Flying J**

Customers everywhere are starved for time and overwhelmed by messaging. They don't want more messages; they want help with their time problem. Discovering new ways to speed their shopping experience by providing directions, meeting a need, and/or demonstrating new services can highly influence customer satisfaction. The application of Digital Media delivers a quick-change platform that can be tailored in an ongoing effort to meet customers' needs. Flexibility and moving images are key benefits, but leveraging those benefits requires extreme discipline in the message. The QualPro MVT® process plays an important role in assessing the digital media messaging impact. This is a shift in strategic thinking for c-store marketing and media implementation. Pilot Flying J uses a process that focuses on creating messages that first and foremost help our customers. Digital media has allowed us to deliver messages that facilitate a fast and easy customer experience while delivering superior financial results at Pilot Flying J.

## *Maximizing the Potential of the MVT® Process at an Integrated Paper Mill*

### **Lincoln Paper and Tissue, LLC**

Pulling together all facets of a once-bankrupt manufacturing company, Lincoln Paper has used the complete QualPro Process and MVT® projects to improve every aspect of its business and engage every employee. Every part of the business from safety to sales to procurement to employee work to machine settings has benefited from the preparation, execution, and implementation of MVT® findings. Under QualPro's tutelage, Lincoln has run dozens of MVT® efforts, realizing tremendous value to the organization along with significant changes in the manner by which technical and operational challenges are attacked. Lincoln, by necessity, is a very lean business and the MVT® Process was the efficient and effective way to improve faster than the competition.

## *Improving Student Retention While Increasing the Quality and Quantity of Incoming Freshmen*

### **Lincoln Memorial University**

A key success measure for any university is its retention rate, the number of students who continue their education from semester to semester. Retention is an indication of student educational performance, satisfaction with their college experience, and perception of the value they are receiving from the college. LMU used the MVT® Process to test fifteen ideas to improve retention of their students, including ideas ranging from tutoring to extracurricular events to parent communications to study-habits training. The results? LMU identified actions that not only improved students' satisfaction with their collegiate experience, but also increased fall-to-fall freshman retention by ten percentage points. LMU also executed an MVT® project to advance its ranking among American institutions of higher learning by attracting a greater number of better qualified students. Within two years, the increase in total freshman enrollment necessitated the construction of three new dormitories; LMU's average incoming ACT score rose by over 2.0; and the number of incoming students with ACT scores of 30 or above improved an astonishing 950 percent!

## *Reducing Infections through Improved Hand Hygiene by Using the MVT® Process*

### **Sentara Healthcare**

Sentara Healthcare's goal is to increase hand-hygiene compliance from its current level to 99.99 percent and beyond. Since healthcare-associated infections contribute to recurring illnesses, prolonged hospital stays, and the rising costs of healthcare, every healthcare facility should focus on decreasing transmission of microbes for the safety of their facility and the nation by improving their hand-hygiene compliance. Sentara Healthcare is in the midst of an MVT® project involving nurses, hospital administrators, and other healthcare professionals in several units within the eight participating hospitals to test multiple ideas aimed at attaining 99.99 percent and above hand-hygiene compliance.

## *State Representative Candidate Takes on Four-Term Incumbent and Wins*

### **Representative John Ragan**

In August 2010, John Ragan celebrated a victory in the District 33 primary election and won the right to run for the Tennessee State House of Representatives. He quickly realized the difficult task that remained. He was facing a four-term incumbent who had won the four previous elections by substantial margins and maintained a large war chest of campaign funds. John had only a thirty-two-percent level of support in pre-polling, had virtually no campaign funds available, was relatively unknown in the district, and had only eight weeks until the election. John turned to the MVT® Process for help. Using only a tiny sample of likely voters, MVT® experimentation tested a variety of communication media, messages, and graphics to determine which best resonated with John's potential constituency. After the three-week experiment, he implemented the findings during the last month of the campaign and the result was the surprise of the 2010 Tennessee elections. By trusting the MVT® Process, John increased his support by twenty-two percentage points and won the race with fifty-four percent of the vote!

# Workshops

## *The MVT® Process Defines New Product Offering*

### **Carson-Newman College**

Carson-Newman College was excited about the opportunity to expand off campus by offering a new program but was unsure which location and which degree program offerings would lead to maximized interest among their target population. To help answer their key questions, Carson-Newman College used the MVT® Process to determine which of four proposed locations, eight program attributes, and fourteen different degree program offerings would generate the highest interest level. What they discovered surprised them. Now instead of trying to predict the response of their target market, they know exactly which location, program attributes, and degree program offerings generate maximum interest in their new program. This story is an example of how the MVT® Process can be an excellent tool for determining which locations, attributes, and offerings will increase the interest level of a target market for a new offering.

## *Tackling the Right Things by Using the MVT® Process*

### **Unifi, Inc.**

With over 10,000 individual yarn texturing positions on many machines, the Madison, North Carolina, nylon plant Unifi has a constant challenge to maintain the operation of each position. Not all positions perform equally well; some are chronically prone to yarn breaks. In fact, some positions have been identified as “infant position” failures – running less than six minutes before breaking. These very short run times are extremely costly. Identifying and repairing those positions so they perform as well as other positions are vexing problems. The normal repair did not fix the problem and a complete overhaul of every component in the position was cost prohibitive. Unifi employed the MVT® Process to determine the key repair components and how to cost effectively repair the infant positions so that they perform up to standard. As a result, the plant knows when their precious maintenance dollars are spent, they get results!

## *Mining Throughput Increased Thirteen Percent*

### **Mississippi Lime**

As the most diversified producer of lime and calcium-based products in North America, Mississippi Lime needed to increase the tons per scheduled hour through their primary crushing system. After implementation of the MVT® Process, they were able to increase tons per scheduled hour by thirteen percent and tons per man hour by fifteen percent. This example is a unique application of MVT® experimentation in a large underground mining environment with multiple constraints and many logistical challenges.

## *University Increases Charitable Giving by Fifty-Two Percent During Tough Economic Climate*

### **Lincoln Memorial University**

LMU faced a number of challenges and opportunities in the area of fundraising amidst rapid growth, a tough economic climate, and limited staff growth. A key factor in meeting the challenge has been improving Alumni & Friends contributions. Over the past two years, LMU has executed MVT® experiments with mass communications and donor visits that have increased monthly outright giving dollars from Alumni & Friends by fifty-two percent! This sustained fund raising improvement demonstrates that the MVT® methodology is a great tool for generating long-term fund raising improvements in a very short time frame.

## *Truck Fleet Improves Fuel Efficiency with Ideas Implemented at Zero Cost*

### **Pilot Flying J**

With a fleet of over 675 fuel delivery trucks, Pilot Flying J was looking for ways to increase fuel efficiency by 0.2 to 0.3 miles per gallon. Since fuel consumption is the primary or secondary cost for any trucking fleet, improving mpg performance is essential to businesses that are shipping products. Considering environmental footprint as impacted by fuel usage when shipping goods is also important. In testing fifteen different improvement ideas using sixteen MVT® recipes, Pilot Flying J determined that three ideas had a positive impact on fuel efficiency and were feasible to apply across the entire fleet. All three ideas were implemented at zero cost.

## *When State of the Art Is Not Good Enough*

### **Unifi, Inc.**

Yarn made from recycled materials is an important part of Unifi's future as the leader in the polyester yarn industry with their Repreve brand. Recently completed construction and installation of a state-of-the-art, post-consumer bottle and post-industrial fiber recycling facility has placed Unifi alone at the top. How can a brand new machine performing as designed by the manufacturer be made even better? The MVT® Process! Without experience and history in operating this new equipment, Unifi was able to characterize and understand the influence of all machine parameters on key quality characteristics. The MVT® Process has fast forwarded Unifi's technical knowledge base and set them up to take this process nowhere but up. State of the art is just a starting point as far as the MVT® Process is concerned.

# Workshops

## *Improving Pulp Mill Brown Stock Washing Efficiency with the MVT® Process*

### **Lincoln Paper and Tissue, LLC**

A key step in the Kraft pulping process is brownstock washing. This process washes out the spent cooking chemicals and the organic wood residues for reuse in a recovery cycle, providing clean stock for the bleaching process that supplies white pulp for paper and tissue production. Lincoln ran a twenty-seven-factor MVT® experiment to maximize the conflicting goals of thorough washing of the pulp with a minimum amount of fresh water, while generating as concentrated as possible spent cooking solution. Lincoln identified seven key helpful factors that together appear to have the potential to achieve annual steam savings of \$365,000 per year.

## *The MVT® Process Is the Splice of Life*

### **Unifi, Inc.**

Polyester yarn is spun and textured at the Unifi Yadkinville plant. Large packages of raw yarn feed texturing machines that finish the yarn and produce new packages. An important facet of this operation is the continuous transfer from one package to the next at full speed. The yarn on two raw packages must be spliced end to end in such a way as to be unnoticeable in the final product. However, these splices may break during transfer, causing downtime, lost productivity, and sometimes packages that are too small to be considered first quality. Strengthening the splices in order to minimize transfer breaks was the objective of this MVT® experiment. In only a few weeks, Unifi achieved dramatic improvement in splice strength. This quick MVT® experiment identified some surprising results, making a big dent in this \$500,000 per year opportunity.

## *Fan the Flame with the MVT® Process*

### **Sage Automotive Interiors**

Sage Automotive Interiors is one of the premier manufacturers of automotive bodycloth and headliners. Maintaining and improving world-class operations are hallmarks of Sage, and when recently executing a new product, they turned to the MVT® Process. Automobile headliners are composed of a polyester fabric with a polyurethane foam backing material that is bonded to the fabric with an open flame. A strong bond between foam and fabric is crucial to the quality of the product. In a matter of days, Sage successfully executed an MVT® project that converted a product initially struggling to meet strength specifications to one that has even surpassed the ASTM standard's ability to gauge bond strength. Moreover, Sage increased throughput by eleven percent while maintaining this high bond strength.

## *Increasing Tissue Productivity with the MVT® Process*

### **Lincoln Paper and Tissue, LLC**

Lincoln Paper used the complete QualPro Procedure for Improving a Process to bring a state-of-the-art tissue manufacturing machine from unsatisfactory performance to truly competitive operations. Lincoln discovered major breakthroughs at every step of the process and taught the equipment manufacturer and primary chemical suppliers more than a few things.

**Very high-quality speakers. Excellent business perspectives. Good speakers using great media support.**

**Anders Ohlsson**  
Total Quality Manager  
**Boise**

**MVT® It's absolutely worth the investment.**

**Bill Perdeu**  
COO  
**Bridgestone/  
Firestone Retail**

**Very well done. We tied a strategic planning meeting to it, and the two dovetailed quite nicely.**

**Tom Rutherford**  
Vice President  
**Oil-Dri Corporation  
of America**

Contact the Symposium Coordinator today  
**(800) 500-1722 or [slusk@qualproinc.com](mailto:slusk@qualproinc.com)**

# QualPro, Inc.

Since 1982, QualPro has conducted over 16,000 business improvement projects with more than 1,000 companies, including many of the *Fortune* 500. Major companies in every industry have hailed the business results, and our clients have seen billions of dollars of positive financial impact.

QualPro's MVT® Process is a powerful, inexpensive, efficient way to use advanced statistics to test dozens or hundreds of business improvement ideas, discover the synergies among them, and prove with certainty which ones are the most powerful and profitable under real-world conditions. The MVT® Process empowers your organization by enabling it to optimize business results by testing numerous improvement ideas simultaneously in a real-world setting to accurately determine their bottom-line impact and statistically quantify their effects. This knowledge allows organizations to focus their energies on only the actions that improve results and to make dramatic improvements quickly. The MVT® Process can be applied with equal success to any process or business function, from sales and marketing to engineering and manufacturing, in any industry.

The Quality Leadership Symposium provides a unique opportunity to discover the power of the MVT® Process and hear firsthand how executives have accomplished dramatic breakthrough improvements with QualPro.

## **Workshop—The MVT® Process**

What is the MVT® Process? What is a screening experiment as compared to a refining experiment? What is a synergy? If such statistical terms are unfamiliar, QualPro's workshop on the MVT® Process will provide the perfect introduction to Multivariable Testing techniques. This workshop is designed to provide attendees a basic overview of the MVT® Process. QualPro will introduce you to the fundamental concepts of the MVT® Process, as well as terminology that will be used in the various Symposium sessions.

Contact the Symposium Coordinator today  
(800) 500-1722 or [slusk@qualproinc.com](mailto:slusk@qualproinc.com)

***MVT® . . . The payoff is so big that just word of mouth keeps companies coming.***

***Business Week***

***If you haven't yet applied Multivariable Testing to your business, get moving.***

***Forbes***

***A symposium held by QualPro attracted 320 corporate executives who came to find out more about Multivariable Testing.***

***The New York Times***

# 2011 QLS PRELIMINARY AGENDA

## WEDNESDAY, OCTOBER 12

EVENING	7:00 p.m.	–	10:00 p.m.	Registration & Welcoming Reception
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## THURSDAY, OCTOBER 13

MORNING	7:30 a.m.	–	8:30 a.m.	Registration & Continental Breakfast
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	8:30 a.m.	–	12:15 p.m.	Featured Speaker & Workshops
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AFTERNOON	12:15 p.m.	–	1:30 p.m.	Lunch
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	1:30 p.m.	–	5:00 p.m.	Featured Speaker & Workshops
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## FRIDAY, OCTOBER 14

MORNING	7:30 a.m.	–	8:30 a.m.	Continental Breakfast
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	8:30 a.m.	–	12:15 p.m.	Featured Speaker & Workshops
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AFTERNOON	12:15 p.m.	–	1:30 p.m.	Lunch
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## REGISTRATION AND FEES

You may register by mail, phone, or fax. Return a registration form with your check, credit card number, or purchase order number to:

QUALPRO, P.O. BOX 51984, KNOXVILLE, TENNESSEE 37950-1984

FAX TO (865) 927-0495

OR CALL THE SYMPOSIUM COORDINATOR AT (800) 500-1722 OR [SLUSK@QUALPROINC.COM](mailto:SLUSK@QUALPROINC.COM).

The registration fee of \$650 per person includes two continental breakfasts, two lunches, and the Wednesday evening reception.

## ACCOMMODATIONS

QualPro will host its 2011 Leadership Symposium at the luxurious JW Marriott Hotel Buckhead. Located in the heart of the upscale Buckhead district, this outstanding hotel offers sumptuous accommodations within walking distance of premier restaurants and the most upscale shopping Atlanta has to offer. The JW Marriott is connected to Lenox Square Mall and one block away from posh Phipps Plaza. MARTA trains make traveling to Downtown and Midtown Atlanta convenient as well. Whatever your interests, the JW Marriott Hotel offers a location convenient to all of Atlanta and its diverse offerings. Call (404) 262-3344 for reservations and mention the Quality Leadership Symposium to receive a special room rate. QualPro has arranged discounted airfares for QLS attendees. Call (800) 251-9047 for details.



Contact the Symposium Coordinator today  
(800) 500-1722 or [slusk@qualproinc.com](mailto:slusk@qualproinc.com)

# HOW TO ATTEND QUALPRO'S 2011 QUALITY LEADERSHIP SYMPOSIUM

Register today for the 22<sup>nd</sup> annual Quality Leadership Symposium. This unique event provides executives with insights into how to achieve breakthrough improvements in their organization.

- **TELEPHONE** the Symposium Coordinator at 800-500-1722
- **FAX your registration** twenty-four hours a day by dialing 865-927-0495
- **If you would like to receive additional information** about the Leadership Symposium as it develops, email Sue Lusk at [slusk@qualproinc.com](mailto:slusk@qualproinc.com) and ask to be added to our contact list.

## *Registration and Fees*

Reserve a block of seats for you and your associates today by completing the registration form or by calling the Symposium Coordinator at 800-500-1722. The registration fee of \$650 per person includes two continental breakfasts, two lunches, and the Wednesday evening reception. Full payment must be received one week prior to the Leadership Symposium.

## *Accommodations*

Participants are responsible for their own hotel and travel arrangements. The 2011 Leadership Symposium will be held at the JW Marriott Hotel Buckhead in Atlanta, Georgia. Special room rates are available for reservations made before September 27.

Hotel reservations may be made by calling the JW Marriott Hotel Buckhead directly. Be sure to mention the Quality Leadership Symposium to get the special room rate.

JW Marriott Buckhead Hotel  
3300 Lenox Road, NE  
Atlanta, Georgia 30326  
404-262-3344

Please complete the back of this form and mail or FAX it along with a check, purchase order, or credit card information to:



**Quality Leadership Symposium**  
**P.O. Box 51984**  
**Knoxville, Tennessee 37950-1984**  
**FAX: 865-927-0495**

**Quality Leadership Symposium**  
**October 12-14, 2011**  
**JW Marriott Hotel Buckhead in Atlanta, Georgia**

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ FAX \_\_\_\_\_

**Registrants**

Name \_\_\_\_\_ Title \_\_\_\_\_

E-mail \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

E-mail \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

E-mail \_\_\_\_\_

Please duplicate this page if additional space is needed.

Fee: \$650 per person.

\_\_\_\_\_ Check enclosed.

\_\_\_\_\_ Charge it to my credit card.    \_\_\_ VISA    \_\_\_ MasterCard    \_\_\_ American Express

Card number \_\_\_\_\_ Expiration date \_\_\_\_\_

\_\_\_\_\_ Please bill me. Purchase order number \_\_\_\_\_

Please mail or FAX the completed registration form along with a check, purchase order, or credit card information to:

Quality Leadership Symposium  
P.O. Box 51984  
Knoxville, Tennessee 37950-1984  
FAX: 865-927-0495



800-500-1722