



WORLD  
QUALITY  
DAY 2019

10<sup>th</sup>  
World Quality  
Day 2019



## « How to make your Management System more efficient ? »

Improvement - Innovation - Transformation : Do you dare change ?

**Thursday 07 November 2019**

at El Mouradi Gammarth 5\* Hotel, Tunisia.

### Provisional Program

Timetable	Interventions
08 H 00 - 08 H 45	Reception and registration of participants. Presentation of the event by the general manager Zouhaier MARRAKCHI.
08 H 45 - 13 H 00	<b>Session 01</b> : The Metamorphosis of Quality, What must really change! Moderator : Maya MALLAT YASSINE (United Arab Emirates). Animation : Christophe VILLALONGA*.
08 H 45 - 09 H 15	<b>Welcome to the new world ...</b> This introduction makes it possible to understand the reasons that push each company to undertake a process of transformation. We can no longer function today with the «rituals» of yesterday. You have to adapt to the new context, you have to go back to the new world ...
09 H 15 - 10 H 00	<b>Workshop 1: How to make the Management an ally of the project? The strategy of the Blue Ocean ...</b> This workshop positions the transformation project of the Quality Management System in relation with the motivations of a General Management. Let's go into the world of leaders and work together to define a roadmap.
10 H 00 - 10 H 45	<b>Workshop 2: On the road to simplify....</b> It all starts with a small quiz online ... A mutualized correction then let's look for ways to simplify and optimize the management of a Quality Management system. The treasure hunt is open ... What if some of the requirements of ISO 9001 were misinterpreted? Share operational experiences ...
10 H 45 - 11 H 15	Coffee break.
11 H 15 - 12 H 00	<b>Workshop 3: I'm full of tools and methods ...</b> It all starts with a small online quiz to learn about the Quality tools used in your Quality Management system. Let's explore other tools with a touch of digital ....
12 H 00 - 12 H 30	Participative conclusions « What I liked » « What I am going to implement » ...



WORLD  
QUALITY  
DAY 2019

10<sup>th</sup>  
World Quality  
Day 2019



« **How to make your Management System more efficient ?** »

Improvement - Innovation - Transformation : Do you dare change ?

**Thursday 07 November 2019**

at El Mouradi Gammarth 5\* Hotel, Tunisia.

## Provisional Program

Timetable	Interventions
12 H 30 - 13 H 00	Discussion.
	<p>* Christophe VILLALONGA is the founder and associate Director of Qualinove, a firm specializing in Quality Management, and provides consulting, training and audit services. He is the author of various books in the field of Quality including « A new breath for Quality » and « Quality Manager 2.0 » (editions AFNOR). Since 2006, he has led a community of Quality Managers, which is a real "think tank" on the evolution perspectives of the Quality function. He is also a lecturer in France and internationally and advocates for another dimension and positioning of quality in organizations.</p>
13 H 00 - 14 H 00	Lunch.
14 H 00 - 15 H 30	<p><b>Session 02:</b> The book summarizing the ten editions of World Quality Day. Moderator: Dr. Jean Paul CASSAR (France). Animation: Zouhaier MARRAKCHI, General Manager of the event.</p>
15 H 30 - 16 H 30	<p><b>Session 03 :</b> The tenth anniversary of World Quality Day. Moderator: Djenidi BEN DAOUD (Algeria). Animation: Christophe VILLALONGA, France.</p>
16 H 30	End.

# Amélioration

# Innovation

# Transformation