



Chartered Quality Institute

**West of Scotland Branch**

**Tony Brown** presents

**'Build a Sustainable Organisation on ISO9004'**

Never before in human history has the rate of change in our society led to the demise of so many enterprises. Whether it be in financial management, banking, automotive or other industries, the rate of decline, with loss of jobs and industrial infrastructure loss, has accelerated in the current recession. Meanwhile the rate of technological progress continues to speed up. Globalisation has seen the Government helpless to prevent the flight of capital, industries or outsourcing to low cost countries in Eastern Europe and the Far East. The prospects for the future look grim. Survival is management's number one task. Weathering the ups and downs of economic cycles has to be the number one issue on every CEO's agenda and sustainability is an important element in any plan for an enterprise's survival.

ISO9004 provides a platform for survival and a bed rock for building a sustainable enterprise based on quality management principles.

A warm welcome back to Tony Brown, who has presented on previous occasions to the CQI West of Scotland branch.

Within the CQI he is Chairman of both the Standards Development Group and the Defence Industry SIG.

He also sits on various technical committees including that for the ISO 9004 standard - the subject of this event.

**This presentation will be both informative and interactive  
- not to be missed!**

**Thursday, 4<sup>th</sup> February at 6:00 pm for 6:30 pm**

The Glasgow College of Nautical Studies  
21 Thistle Street, Glasgow, G5 9XB

Numbers are limited. If possible, please advise the Branch Secretary, Jeff Marven, of your intention to attend. Email him at [sec.west@thecqiscotland.org](mailto:sec.west@thecqiscotland.org) or failing that he may be telephoned at 0141 883 0496. This will help us in arranging refreshments.

**The Chartered Quality Institute (CQI)**

In trying to catch something as elusive as quality on a daily basis at work, the CQI offers a number of different tools. The CQI exists to promote the sharing and knowledge so that people are educated and experienced in quality. The CQI supports and helps achieve quality and therefore enables us to make a fundamental difference in our work and the world.

The West of Scotland Branch of the CQI support [competitiveScotland.com](http://competitiveScotland.com)

**Non-members are always very welcome**