

Quality Management: Where does it come from, how does it work, and what does it mean to you? (Robert J. Ollis, Jr., Spectre Scientific)

Quality management techniques have finally grasped a strong foothold in forensic science after years of trying. But where does this come from? This entertaining workshop is designed to enlighten and encourage the participant to view quality management principles in a way that demonstrates how it has shaped other industries and disciplines. There is a little bit of fascinating history, hands on application, and discussion. Problem solving and improvement are the real focus of QM principles and will be discussed.