



Managing for Quality in Library and Information Services (2 Days): Library Association Training Package (Training Packages Series)

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This course is designed as a modular two-day programme for LIS staff. It can be delivered either as it stands or as 15 separate sessions ranging from 30 to 90 minutes. The course contents include: introduction and objectives; hopes, fears and expectations; the fundamentals of QM; meeting customers' requirements; the role of the team; what makes a quality organization?; helping the morganization achieve its vision; improving teamwork and communications; managing improvement; and problem solving.

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