



2011 WORLD QUALITY DAY Tunis, 11/11 2011 at Hotel ACROPOLE PROGRAMM

TIMING	LECTURE
8H00	Welcome and registration.
8H30- 8H45	Presentation of the day.
8H45-8H50	Official opening.
8H50	First session
8H50-9H20	The National Program for quality promotion. A way towards excellence. <i>Maher Elleuch, UGPQ(Tunisia)</i>
9H20-9H40	Company Project: The excellence. <i>Mohamed Regayeg, PDG de la SOPAL(Tunisia)</i>
9H40-10H00	Pilot prgram for improvement of quality and productivity (PPAQP). <i>Ezzeddine Ferchichi, UGPQ assistant manager and manager of Tunisian-japanese project(Tunisia)</i>
10H00-10H20	Role of communication in quality and excellence culture. <i>Dr Souad Larbaoui, Company manager and international expert in communication(Algeria)</i>
10H20-11H00	Discussion
11H00- 11H15	Coffee break
11H15	Second session
11H15- 11H35	Aiming at practices of excellence by innovation. <i>Fredj Mansour, designer of engineering optimisation of resources (France)</i>
11H35- 11H50	Excellence approach in algerian companies. <i>Lakhdar Mansoura, consultant(Algeria)</i>
11H50-12H10	2011 new tools of performance <i>Jean- Paul Cassar, Consultant and trainer in organization of services and quality. (France)</i>
12H10- 13H00	Discussion : Quality/development approach and 2012 world quality day.
13H00	End of works.
13H30	Lunch offered for lecturers and registered participants.

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