

PATRON INVITATION



I have been surprised and enormously pleased to see QUALCON organisers in 2007, 2008 and now 2009 have selected Conference themes that challenge conventional management thinking – issues that are as difficult as they are important.

Qualcon 2009 it is to be innovation, and its bedfellow, adaptability. Innovation is an issue that quality management has thus far had difficulty with. It has been ignored, or skirted around and never integrated into the quality management model with the consideration it deserves as the engine of growth in the knowledge economy. Of the many challenges faced by quality management few, if any, are more significant as the effective treatment of innovation. A management aid that does not give central place to Schumpeter's "perennial gales of creative destruction" (and quality management does not do that at present) will be like Hamlet without the Prince.

Prof Kevin Foley

WELCOME TO QUALCON 2009

Qualcon is AOQ's annual National Quality Conference. Its objective is to provide a forum for speakers and delegates from organisations with similar or related interests to exchange ideas and increase networking opportunities.

Focusing on practical and hands-on experience, topics at Qualcon 2009 will include TQM, Innovation, Environment, Business Excellence, Best Practice, Lean, Six Sigma, CMMI and what is new in methods as well as lessons learnt case studies. Quality principles covered in ISO 9001:2008 an in depth opportunity of engaging with JAS-ANZ to make things better.

Industry based streams are planned for Information Technology, Certification, Training, Aviation, Automotive, Defence, Government, Service Industries and Manufacturing.

The program includes a number of opportunities to network and learn from peers including the conference dinner at which the AOQ Foley, Juran and Shilkin personal recognition awards will be presented.

Qualcon 2009 promises to provide an exciting and valuable three days to all quality and business professionals alike. So why not come and renew old acquaintances and make new ones?

ABOUT AOQ

AOQ is the Australian Organisation for Quality. Founded as a not for profit organisation, AOQ celebrated its 40th birthday at Qualcon 2008. Membership includes individuals and enterprises in every Australian State.

With many international affiliations AOQ is recognised internationally as Australia's premier quality organisation.

AOQ is continually striving to support its members with their professional development by providing opportunities that only become available as member of a national professional organisation. Events such as Qualcon provide quality professionals throughout Australia the opportunity to experience globally recognised subject authorities.

ENJOY SENSATIONAL LAUNCESTON

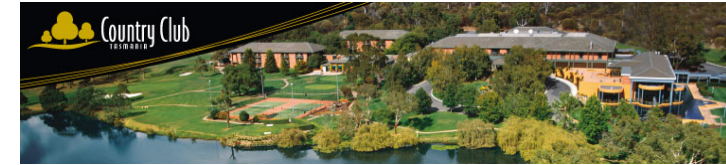
Launceston is Tasmania's second largest city and has redefined itself as a cultural hub with vibrant cafés, museums and open parklands.

The city grid forms around Brisbane St Mall, which runs between Charles and St John Streets. Flanking the old seaport is a string of new eateries and a hotel. A 10-minute walk west of the city is the fabulous **Cataract Gorge**. A rugged ravine that's one of the city's major tourist draw-cards. Charles Street south of the CBD is emerging as a caffeinated, bohemian enclave.

There are regular direct flights between Launceston and Melbourne, Sydney and Brisbane. Launceston airport is 15km south of town. **The Airporter** (adult/child \$10/5) is a door-to-door airport shuttle bus. A taxi to/from the city costs about \$30. (note: prices are correct at time of publication).



VENUE - COUNTRY CLUB TASMANIA



Country Club Tasmania is located in parkland on the rural fringe of Launceston, northern Tasmania's major city. It's Launceston's premier choice for holiday accommodation, dining and entertainment.

At Country Club Tasmania you will find all the facilities and services you would expect in a top-quality hotel and a true country club, including an 18-hole championship golf course.

There's a variety of accommodation choices, including hotel rooms, accommodation for business travellers and 5-star luxury suites in the main Country Club complex. Adjacent are Country Club Villas, with a range of villa suites and ideal family accommodation in self-contained 1, 2 and 3 bedroom villas and villa suites.

Country Club Tasmania has a selection of great restaurants and bars, offering casual cafe style meals overlooking the golf course in Links Cafe, quick and inexpensive meals in the Watergarden.

There's a range of recreational and sporting activities available for all guests – as well as the 18-hole golf course and driving range, both Country Club Tasmania and Country Club Villas have their own tennis courts, heated indoor pools and health centres with spa and sauna.

CONFERENCE PROGRAM

Tuesday - Registration and Cocktail party

Wednesday - Get to know you Social Function

Thursday - Conference Gala Dinner

Daily Program, Wednesday - Friday

Welcome

Daily address

Plenary session

Morning tea

Multiple topic based streams

Lunch

Multiple topic based streams

Afternoon tea

REGISTRATION OF INTEREST QUALCON 2009

The Qualcon web site is the best source of information, and includes a downloadable registration form and on-line registration.

Alternative, please complete and return this form to AOQ inc. for information to be sent to you.

Contact Name _____

Organisation Name _____

Position _____

Address _____

Suburb _____

State _____

Postcode _____

Telephone _____

Facsimile _____

Email _____

Please return completed form to AOQ Inc.

TRADE EXHIBITION SUPPORTING QUALITY

The Trade Exhibition will feature organisations providing products and services to support the implementation and operation of Quality Management Systems, including:

- software tools
- training organisations
- Certifying Bodies

Register early to guarantee your booth of choice. See Trade Exhibition Application for further details.



Hosted By The Collage of Juran Medallists

AUSTRALIAN ORGANISATION FOR QUALITY INC

Postal: PO Box 1246,
HAWKS BURN, Vic, 3142

Phone: +61 3 8598 9133
Fax: +61 3 8598 97331
Email: office@aoqvic.org.au

Check for **LATEST** information at:
<http://www.qualcon.com.au>

QUALCON 2009

**QUALITY: PROCESS, INNOVATION AND
ADAPTABILITY**



**9 — 11 SEPTEMBER 2009
COUNTRY CLUB TASMANIA
LAUNCESTON. TASMANIA**

Gold Sponsors:



Silver Sponsors:



Bronze Sponsors:



Supporters: