

**ALBUQUERQUE APICS JANUARY 2012 PROGRAM  
TOP MANAGEMENT NIGHT  
JOINT MEETING WITH AMERICAN SOCIETY FOR QUALITY  
TOPIC: ACHIEVING RESULTS IN OVERALL ORGANIZATION  
PERFORMANCE  
SPEAKER: RETHA SHIPLET QUALITY NEW MEXICO  
LOCATION: MARRIOT COURTYARD**

DATE: THURSDAY 1/26/12      TIME: 6 PM

DINNER: ITALIAN BUFFET

COST: APICS & ASQ MEMBERS & STUDENTS \$25  
NONMEMBERS \$30

REGISTRATION DEADLINE: MONDAY 1/12/26

LIMIT: 25

CONTACT: TOM DORR

EMAIL: [tomdorrnm@yahoo.com](mailto:tomdorrnm@yahoo.com)      PHONE: 505-459-5737 (CELL)

**TOPIC**

Retha will present information on an umbrella of valuable tools to help businesses improve performance and achieve sustainable results. Quality New Mexico's Award Program will be included in the presentation. Attendees will learn about requirements for the Pinion, Roadrunner and Zia awards. The VA Cooperative used these awards as a basis for their successful pursuit of the Malcolm Baldrige Award.

**SPEAKER**

Retha Shiplet is the Chief Operating Officer of Quality New Mexico. She is also the Director of New Mexico Quality Awards and Training and Development. Retha focuses on performance improvement to provide organizations with the tools, knowledge, learning, experience, and best practices that leverage the Baldrige Award framework for overall excellence in performance. She trains both small and large organizations in the use of performance improvement tools. Retha previously served as Examiner and Administrator of the New Mexico Quality Award Program.

LOCATION: Marriot Courtyard, Journal Center, 5151 Journal Center Boulevard, Albuquerque, NM 87109. Phone : 823 1919.

[www.abqapics.org](http://www.abqapics.org)