



Dr. W. Edwards Deming (1900–1993) revolutionised the meaning of quality and business improvement. He is renowned for his work in Japan in the 1950s and in the West from the early 1980s. His work was ahead of his time and his principles are at least as valid for today's business world as they were during his lifetime.

Dr. Henry Neave created the active learning 12 Days to Deming course to take you on a journey to deeply understand what Dr. Deming taught and to achieve a paradigm shift in thinking, enabling you to understand how genuine organisational improvement can be achieved.

Henry had the privilege of working alongside Dr. Deming at many of his four-day seminars as well as conducting many of his own in various parts of the world. Henry is a natural educator, and his talent is apparent in this course.

This program is supported by 14 x weekly group sessions every Thursday from 8am - 9am (11<sup>th</sup> Aug – 17<sup>th</sup> Nov 2022) where participants review and share their insights and takeaways from each of the Days material.

We are incredibly fortunate that Dr. Jackie Graham who also worked alongside Dr. Deming during his seminars and consulting practice will be working with us through the program, mentoring us and supporting the learning.

**Link to Study Resources** <https://nzq.org.nz/12days/>

### **Code of Conduct**

This is a private study group, while we will be recording meetings for the group, to enable catch-up and review. It is not intended to be shared beyond that audience.

We seek to ensure the spirit of these sessions align with Geelong Quality Council Values which are –

- Learning in all forms such as by seeing, doing, and sharing as part of a lifelong experience
- Diversity of participation and perspectives
- Integrity and conducting ourselves ethically and respecting participants
- Geelong, its community and the organisations that participate to see best practice
- Improvement & innovation
- Fun and optimism that comes from self-development, with others on the journey to excellence

Specifically, it is important that behaviours with the group sessions are 'above the line' -

- Study the resources ahead of the group session
- Listen, to appreciate different perspectives
- Share, to contribute to the collective learning
- Be honest, when expressing insights, concerns, conflicts
- Respect, others in the group, allow people the space needed to learn
- Enjoy the process. Learning new things will be fun!
- Be patient, with yourself and others, we all learn differently
- Mute on when not talking, and importantly unmute when talking!

**Enrolment form:** [Mandatory Enrolment Link](#)

It is essential to enrol to this course to receive the group study invitations.