

## So I Ate The Table

This is a great theme using a real situation which makes us all think if management systems really work or not. There is light at the end of tunnel however as David explains the key weakness and how to improve your management systems efficiency.

### WHY BOOK THIS THEME FOR A GROUP

Some good fun and interesting alignments with real life and management systems – we've all got our own similar situation and hopefully this will help all with process improvement, compliance and create an opportunity to improve customer satisfaction.

### Suggested Attendees

This presentation is intended for any members of the organisation, management systems representatives and internal auditors.

### Key Benefits

Our presentations are intended to stimulate the purpose and benefits of management systems ISO9001 ISO14001 OHSAS18001 etc.

For an Organisations to gain full benefit often first principles have been missed – or need to be reinforced.

### Learning Points

- **What do Management Systems expect**
- **Improve your Customer Satisfaction**
- **The power of the Process**
- **Typical mistakes**

### Duration

Typically this presentation takes 1½ hour scheduled delivery the timings are preset and therefore there is no over run however David is happy to take questions on the subject after the presentation.

### To Book

Contact David direct using [david@balkwelltd.com](mailto:david@balkwelltd.com) or ring 07799411159 to discuss availability.

## ABOUT THE SPEAKER



David Balkwell is a much sought after expert on the subject of Management Systems – ISO9001 ISO14001 OHSAS18001. He one of only a very few active certification body assessors on the public speaking circuit; he now advises thousands of leaders supporting Management Systems each year.

David began his working life as a junior Archaeologist in Chester and quickly became the City Museum Assistant Photographer.

For five years he was a Building Regulator in Sheffield (1984 to 1989) responsible for Property Compliance Inspections, Dangerous Structures and Public Premises Licensing.

For over ten years, David was a Certification Lead Assessor for The British Standards Institution (BSI) where he managed a team of 20 multidisciplinary lead assessors.

It was there he developed his management systems skills based upon a detailed grounding in compliance.

One of his last achievements in BSI was to become the co-founder of OHSAS18001:1999.

Since 1999 David has run his own business Balkwell Consulting – Specialising in Management System Consultancy Audit and Training.

David has delivered his expertise around the world including.....

Japan ,Saudi Arabia, Syria,  
United Kingdom, Ireland, Malaysia,  
Indonesia, Sweden, Belgium, Gibraltar,  
Turkey, Italy, France, USA, Mexico, Egypt,  
Ascension Island, Australia, New Zealand,  
Kazakhstan, Ukraine, Falkland Islands.

He has over 4000 days of Certification Assessment experience to share.