



How can we get more value from ISO 9000?

Two *Open Space* gatherings organised by The Business Improvement Network and hosted by the British Standards Institution and by Orange plc.
BSI, London, September 30. Orange, Birmingham, October 9.

The ISO 9001:2000 transition deadline draws near. What lies beyond? Some will wait and see. Others will want to take action and will want to be part of what promises to be the most exciting and productive ISO 9000 event ever. It will certainly be the most innovative – like nothing you have ever experienced.

Collaboration between industry and standards

BSI, Orange and The Business Improvement Network recognise that there are many people associated with ISO 9000 who have something important to say about the standards themselves, about their usage and about the certification process. We want to provide forums where these individual voices have a real chance to be heard in order to make a positive difference.

The three organisations have collaborated to present you with the opportunity to meet with – and to work with – a group of people who, like you, have strong feelings and definite opinions about ISO 9000. And who are open to new ideas that will provide increased benefits from using the standards.

Two key questions

Each of the *Open Space* gatherings will focus on answers to two questions:

- ***In the shorter term – what can we do immediately to get increased benefits from our investment in ISO 9000?***
- ***In the longer term – what messages do we want to give those responsible for developing whatever follows ISO 9000:2000?***

In order to ensure a wide spread of experience, knowledge and insight, those invited to participate in each of the two events include managers (both quality management and line management), consultants, trainers, auditors, certifiers, accreditors, standards writers and members of learned bodies, as well as members of TC176 (the group responsible for writing ISO 9000).

Prepare to be surprised

These events will be like no other you have experienced, unless you have already taken part in an *Open Space* gathering. There will be no PowerPoint - in fact, there will be no presentations whatsoever.

You and the other participants will set the agenda yourselves, creating your own programme of self-managed sessions, such as discussion groups, brainstorming workshops and planning meetings. Our experienced *Open Space* facilitator Martin Leith will ensure that you are able to address any topic that you are passionate about and that contributes to our theme: ***How can we get more value from ISO 9000?***

Prepare to be surprised at what we will achieve!

See next page for more details of how to secure your place...



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To reserve places

Simply send an email to os@bin.co.uk, including the names and email addresses of all participants and a telephone contact number.

Due to the generosity of both BSI and Orange in sponsoring the events, the contribution to expenses is just £95 + VAT per person. We will contact you to make suitable arrangements for payment.

About ten days before the event, each participant will receive by email full joining instructions.

The venues

Both venues have world-class facilities, ideally suited to the Open Space approach we will be using.

And both allow easy access for those who prefer public transport. BSI's London headquarters building is situated directly above Gunnersbury Station, while the Orange Studio is very close to Birmingham's New Street Station.

Full directions, including parking advice, will be included in the joining instructions sent to all participants.

Timing

Each event will start at 9.30 am (registration at 9 am) and finish at 4.30 pm.

I look forward to meeting you and your colleagues at one of these very special events.

Best wishes

Jim Wade

The **Business**
Improvement
Network

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