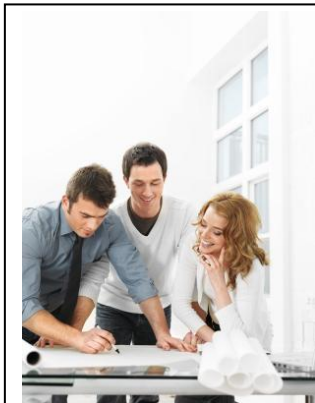


**Five Easy Steps to
Total Quality Management**



1. Invest in Quality Training through The Energy of Conversation
(2 days to cover training on the Quality Management System, internal auditing and bespoke consultation on your company documentation)
2. Book an external audit with a Quality Assessment Body
3. Build and implement the QMS
4. Conduct internal audits
5. Pass the external audit and proudly display the quality badge in your offices, on your website and on all proposals & reports.



ISO 20252 Training & Consultation

David Finney, Managing Director

The Energy of Conversation Ltd

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Email: davidfinney@theenergyofconversation.co.uk

*David Finney is an accredited trainer and a fully qualified coach.
The Energy of Conversation provides training and coaching in performance management, communication skills, quality management and information security.*

ISO 20252: keeping it simple & cost-effective