

Dinner Meeting and Seminar

Monday April 30, 2007

“New Quality Standards”

Presented by **Stanislav Karapetrovic**

Professor, Mechanical Engineering, University of Alberta

This talk will highlight several new international standards in the field of quality management that may be of interest to cost engineers. These standards are all aimed at supporting and augmenting a quality management system in an organization, and have either been published within the last several years, or will be available this year. Examples of the standards overviewed in the talk will include customer satisfaction standards related to codes and complaints, namely ISO 10001 for codes of conduct, ISO 10002 for complaint handling and ISO 10003 for dispute resolution, as well as the ISO 10014 “Guideline for Realizing Economic and Financial Benefits”. Methods of integrating the systems represented by these and other standards in an organization will be discussed, as well, particularly in light of the upcoming publication of the ISO “Handbook on the Integrated Use of Management System Standards”.



PRESENTER:

Professor Karapetrovic teaches various quality and engineering management courses at the University of Alberta. His research is generally in the field of quality management, and more specifically focuses on the auditing and integration of standardized management systems. Professor Karapetrovic is actively involved in the international standardization work, most recently with the complaint system customer satisfaction standards (ISO 10001, ISO 10002 and ISO 10003) and the ISO Handbook on the Integrated Use of Management System Standards (IUMSS).

EVERYONE IS INVITED TO ATTEND FOR THIS VERY INFORMATIVE TOPIC.

DATE: *Monday April 30, 2007*

LOCATION: *University of Alberta Faculty Club*

Cocktails & Registration - 5:30

Dinner - 6:30

Presentation - 7:30

Closing Remarks - 8:30

Student Members - \$10.00

Student Non-members - \$15.00

AACE & CSCE Members - \$25.00

Non-members - \$30.00

For Reservation or Inquiries

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For more information about AACE Edmonton Section, check out www.aurora-aace.org
