

International Symposium

“Management Systems and Internal Control Innovations in the Public Sector”

Speakers

Celso Alvarado

Accredited by ANSI as an official delegate of the United States to various ISO committees. He has been Lead Auditor for the evaluation of various Public Institutions, including American Embassies.

Mercedes Irueste

She was Director General of a standardization and certification organization and is an expert in the application of ISO management standards in the public sector.

Carlos Gadsden

Delegation Leader to various ISO committees and leading advocate of the standard IWA 4, for local governments.

William Hernández

He was Director of a national accreditation body and is an expert in the application of key performance indicators.

More information & registration

Tarifa: US\$ 1,120 per person

El Incluye: Course Material, Lunch, Coffee Breaks and International Certificate. (Does not include lodging and travel expenses)

To register: training@qsiamerica.com

Who should attend?

Public Administrators, Planning Directors, Heads of Internal Control, Comptrollers, Auditors and Human Resource Managers, City & County Managers, Mayors and anyone interested in applying management innovations in the public sector.

Topics and schedule

Time	Thursday, March 15th, 2012	Friday, March 16th, 2012
8:30 AM — 11:45 AM	Management System Challenges and Opportunities in Public Sector	The Use of Technology to Optimize Management Systems in the Public Sector
	IWA 4—Quality Management in Local Government	“Green” Management in the Public Sector
1:15 PM— 5:00 PM	Human Factors Affecting Management Systems in the Public Sector	Internal Control Innovations in the Public Sector
	Integration of Management Systems in the Public Sector	Applying Key Performance Indicators in the Public Sector

Location

Orlando, Florida, USA



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