



Training Calendar

January – April 2010

Course and Duration	January	February	March	April
Business Process Improvement Courses				
How to Effectively Design, Write, and Review Processes and Procedures (2-day)		9-10 St. Louis		22-23 St. Louis
ISO Quality/Certification Courses				
ISO 9001 QMS Internal Auditor (2-day)			15-16 St. Louis	
ISO 9001 QMS Auditor/Lead Auditor (5-day)		22-26 St. Louis		

Training dates are subject to change without prior notice. Please contact us for updated information at: 800-466-9953

Classes at your location

Bizmanualz consultants can easily deliver any of these classes at your location. All classes can be revised or modified to meet your needs.

Additional classes on related topics, such as *Introduction to Lean Thinking*, *Innovation in Design Engineering*, *Statistical Process Control*, and *How to Build Buy-in within the Organization* can also be customized to meet your company's needs and can be delivered at your location.

Please call 800-466-9953 for additional information and pricing.

Training Enrollment Form

Fax form to: 314-863-6571

(please duplicate for each individual attending)

Contact Information

Name: _____

Title: _____

Company: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: _____

Fax: _____

Email: _____

Training Selection

Please specify course(s) and preferred training date(s).

- How to Create Well-Defined Processes
\$995 - two days. Date: _____
- How to Align a System of People and Processes
\$1,595 - three days. Date: _____
- Implementing Lean Thinking
\$895 - two-day. Date: _____
- Innovation in Design Engineering
\$495 - three days. Date: _____
- Statistical Process Control
\$895 - two days. Date: _____
- ISO 9001:2000 Internal QMS Auditor
\$595 - two days. Date: _____

Payment Method

- Check Enclosed for \$ _____
(Make checks payable in U.S. Dollars to Bizmanualz)
 - Bill my company. My purchase order is attached.
P.O.#: _____
 - Charge my credit card
 - Discover Visa MasterCard AMEX
- Card#: _____
- Expiration: ____/____/____ CVV2: _____
- Signature: _____

Bizmanualz Training Terms & Conditions

Course Fees

All course fees are payable upon receipt of a course registration by Bizmanualz, Inc. Payment by Visa, MasterCard, Discover Card, American Express, company check, personal check, company purchase order, or money order is required thirty (30) business days prior to the start of the course. Payments by electronic funds transfer are subject to bank charges. When using the electronic funds transfer payment method, please ensure the fee submitted is net of bank fees. Your registration will not be confirmed until payment is received.

Confirming Attendance

We design our publicly scheduled courses for approximately ten (10) participants. A place is reserved once an online/fax/verbal registration is received by Bizmanualz.

Upon receiving your course registration, we will send an email acknowledging receipt of your registration. Additional travel information and course preparation materials will also be included in the email.

Final course confirmation will be sent at least four (4) weeks prior to the start date of the course. We will only confirm a course when we have sufficient enrollment to conduct a viable course and ensure active participation from students.

Multiple Student Discount:

Four students for the price of three! Register and pay for three people from the same organization and a fourth person from the same organization can attend the same course at no charge.

Accommodation and Travel

Attendees are responsible for their own travel arrangements. Information will be sent to all course participants upon registration.

Cancellations & Rescheduling

Bizmanualz, Inc. reserves the right to cancel scheduled courses due to an insufficient number of registered students, an unexpected change in the availability of an instructor, or other reasons.

Upon cancellation of the course by Bizmanualz, Inc., the student will be notified immediately via email or phone. At the student's discretion, we can either reschedule you for a course at a later date or cancel your registration. If Bizmanualz, Inc. has already collected funds for the canceled course, you may choose to have these dollars refunded or applied to another course. Bizmanualz, Inc. liability is limited

to the course fee only, and Bizmanualz, Inc. cannot be held liable for airfare, lodging or other related expenses.

Bizmanualz, Inc. will reschedule enrollment of a student at no cost to the student if the rescheduling request is received by Bizmanualz, Inc. at least 30 days prior to the start of the course. If the student cancels between 15-29 days prior to the start of course, Bizmanualz, Inc. reserves the right to impose a 50% cancellation fee. If the student cancels less than 15 days prior to the start of course, fails to attend the course and/or does not notify Bizmanualz, Inc. prior to the start of course, Bizmanualz, Inc. reserves the right to charge the student the entire course fee.

Student Substitutions

There will be no charge if a substitute person wishes to replace the original student prior to the start of the course. Please inform us as soon as possible of any change to the original registration.

Retake Privileges

A student can return to a previously attended Bizmanualz, Inc. course within 24 months of the original course for just the cost of materials.

Course Hours, Attire and Special Needs

Our courses are highly interactive and intense learning experiences, sometimes lasting more than eight (8) hours. The courses start at 8:30 a.m. and generally conclude between 5:00 p.m. and 5:30 p.m. Morning and afternoon refreshments breaks and lunch are provided. Comfortable business-casual clothing is recommended. Please let us know in advance if you have special access or dietary needs.

How to Request Customized and New Courses

Bizmanualz, Inc. specializes in meeting your training needs. Depending upon your company's requirements and needs, we will develop customized courses on demand given a minimum number of students. We also welcome suggestions for new courses.



For Further Information:

Jan Fitzgerald
Director of Business Development
Bizmanualz, Inc.
7777 Bonhomme Ave., Ste 2222
Clayton, MO 63105
314-863-5079 ext 18
1-800-466-9953
jan@bizmanualz.com

Call for details on multiple attendee discounts
or special pricing for your own in-house classes.

1-800-466-9953

You can find more training information on our website: www.bizmanualz.com/training