



NMA Lunch Seminar!

Leading Improvement Efforts in Your Organization

Wednesday August 12, 2015

12:00 – 1:00 p.m., City Admin. Building, 6th Floor Conference Room

RSVP to NMAChapter@sandiego.gov by August 11, 5:00 p.m.

EVERYONE IS WELCOME!

FREE – Members: \$5 – Non-members

Are you ready to lead improvement in your organization? Come learn and discuss ways to take customer service to a new level by working in teams to identify, map and streamline organizational processes. The methodologies presented are based on Wendi Brick's book, *The Science of Service: Six Essential Elements for Creating a Culture of Service in the Public Sector*, which serves as the blueprint for establishing a customer-focused culture.

About the Presenter

Wendi Brick is the President and CEO of Customer Service Advantage, Inc. and has over 20 years of experience in public sector organizations. In 1998, she was named Customer Service Manager for the County of San Diego. She previously worked at the City of San Diego as Director of the Department of Customer Services. Wendi turned her passion and expertise into a business by founding Customer Service Advantage, Inc. Applying the expertise she gained at the City, Wendi has been developing and implementing a wide range of action-oriented, measurable customer service excellence programs for public agencies and educational institutions. Awards she received include: Winner - San Diego Regional Chamber of Commerce: Outstanding Emerging Business of the Year – 2014; Winner - San Diego Business Journal's Women Who Mean Business – 2014; Finalist - San Diego Business Journal's Most Admired CEO – 2014.

INTERESTED IN TEACHING, ORGANIZING A PROFESSIONAL DEVELOPMENT EVENT, OR PARTICIPATE IN PLANNING FUTURE EVENTS? WE WELCOME YOUR INPUT! Contact Iovanka Todt at itodt@sandiego.gov.

NOT A MEMBER? BECOME A MEMBER TODAY! Benefit from outstanding training and networking opportunities with City leaders! Download a membership application from our web site, www.nma-sandiego.org, and bring it with you to the next event to receive free admission.