



TOTAL CUSTOMER COMMITMENT

2009 /2010 TCC Seminars

Please join the NORPAC staff for an introduction to our Total Customer Commitment process. Allow us to walk you through the results we have achieved for our customers,



our employees and our organization. Experience a unique opportunity to explore a process that will undoubtedly help you deal with so many of today's challenges.

NORPAC has been working with the culture of TCC since 1992. We have recently revisited the core issues of the process to revitalize and modernize the key issues.

Come hear the unique NORPAC story through the experience of our employees.

You will hear presentations by NORPAC employees on their experience with the following challenges:

- How to create a Culture based on trust to produce Service Excellence
- How to improve your internal/external Communication & Feedback
- How to promote Ownership and Accountability with Recognition in order to Empower Your Employees
- How to develop Customer Listening Systems and address the feedback
- How to Measure your performance internally and externally

NO CHARGE
for Customers and Suppliers
(\$150.00 for Non-Customers)

RSVP

or REGISTER ONLINE at: www.norpaccontrols.com/training/local_training/

I will attend the following session (please check boxes):

- Thursday, November 19th, 2009 – 1:00 - 5:30pm
- Thursday, April 29th, 2010 – 1:00 - 5:30pm
- I am a customer I am a supplier
- I was invited by _____
- Non Customer fee \$150.00 (may be paid by Visa or cheque made out to NORPAC Controls Ltd.)

Name: _____
 Title: _____
 Company: _____
 City: _____
 Phone: _____
 Fax: _____
 Email: _____

Please fax this page to Suzanne Ross at 604-422-3788 or send an email to sross@norpaccontrols.com

