



# Meeting Agenda

Water Quality Division, Drinking Water Section  
 1110 W. Washington Street, Conference Room 3175 A&B  
 Phoenix, Arizona 85007  
 Expense Reimbursement Grant Workshop  
 September 7, 2011

7:30-8:00 am	Registration
8:00-8:15 am	Introductions
8:15-9:15 am	Operational Excellence: Why should I care & What is it?
9:25-9:55 am	Making Changes
10:05-11:05 am	Four tools for eliminating waste and improving system efficiencies
11:15-11:30 am	Projects: Investment or Expense
11:30-12:00 pm	Tools to implement process & system improvements
12:00-12:30 pm	Lunch
12:30-12:50 pm	MAP Program—ADEQ Mary Kay Black
1:00-1:50 pm	Common Reporting Errors—ADEQ Janell Goatson
2:00-2:50 pm	Disinfection By-Products Transitioning from Stage 1 to Stage 2—ADEQ Donna Calderon
3:00-3:50 pm	Disinfection By-Products Stage 2—ADEQ Donna Calderon

Professional Development Hours (PDHs) are available for this workshop. You are not required to attend all sessions to receive PDHs. Retain this agenda as your documentation for attending the sessions; ADEQ will not keep any copies.

If you have questions about this workshop, please contact Noah Adams, Drinking Water Outreach Coordinator, at [nra@azdeq.gov](mailto:nra@azdeq.gov) or (602)771-4511.

Future Workshops; Check [www.azdeq.gov](http://www.azdeq.gov) for Agendas and Other Expense Reimbursement Grant (ERG) and Emergency Management Planning (EMP) Workshops

<b>Each Session is 50 minutes long</b>								
<b>Circle the number of PDHs you earned:</b>								
Sessions	8	7	6	5	4	3	2	1
<b>PDHs</b>	7	6	5	4	3	2.5	2	1
Name:				Address:				
Operator Certification #				System:				

**This training is Pre-Paid for You!**