

Class 4: Quality Management & Review
Thursday April 3, 2008

Agenda

- 12:30 – 12:45 Overview
- 12:45 – 13:15 Quality Management: Review Homework: Exercises 1, 2, 3 & 4
- 13:15 – 14:00 Quality Management: Task 1, Task 2 Listening Exercise
- 14:00 – 14:15 Break
- 14:15 – 15:00 Quality Management: LIFT Coffee Role Play – Logistics Manager Memo Homework
- 15:00 – 15:25 Questions and Review

Class Website:

http://www.andynash.com/fh_logistics_english.html

Class Blog:

<http://logisticsenglish2008.blogspot.com>