

Delegate Feedback from the December 2011 session delivered by Nina Abbassi

Comments / Evaluation of tutor	Comments / Evaluation of course	Why the COI	Further Comments
Excellent	Excellent	Enrolled on Certificate of training in Quality Management Practices	Facilities: - Training room - difficult to move around when doing team exercises; no bins available - Refreshments - have to find and replace bottle of water by myself
Very good	Very good	CQI website	
Excellent. Nina is the consummate professional and a huge source of knowledge and experience	Excellent. Very useful practical advise backed up with factual references	CQI website	
Nina is very knowledgeable	Very good	Other	
I love Nina! She is very professional, approachable, extremely helpful and considerate of my needs as well as all other delegates that I observed	I knew many of the points from my previous exposure to customer focus, but this course linked to the business objectives more clearly	Enrolled on Certificate of training in Quality Management Practices	Thank you for the chocolates, doughnuts. Delicious
Excellent. A high standard of delivery and knowledge	Very good, useful in day to day job	Enrolled on Certificate of training in Quality Management Practices	Room too small for training, no waste bins in the room, no clock in room
