



"I'm super excited to take all the information I gained in Workshops and apply them to my job. Thank you so much!!!!"

2015 QATC Annual Conference

The only conference designed specifically for call center Quality Assurance and Learning Development Professionals



September 22-24

Nashville Marriott at Vanderbilt University
Nashville, Tennessee



Are you looking for one place to find the latest information on quality assurance and training trends and technologies in the call center?

Do you attend other call center industry conferences and find only a handful of sessions that are applicable to your job?

Would you like to have the opportunity to network with your QA and training peers and discuss your toughest problems?

If you answered YES to any of these questions, then you'll want to attend the Quality Assurance & Training Connection (QATC) Annual Conference this fall in Nashville, Tennessee.



In addition, you will:

- Hear exciting keynote speakers and industry experts
- Explore the latest in quality and training technologies in the Sponsor Showcase
- Network with your peers

You don't want to miss this exciting event, so make your plans to attend now.

Early Bird pricing is available until August 3, so sign up early!

"My favorite thing about this conference was meeting others who work in call centers to hear about some of their challenges and how they overcame them."



QATC
QUALITY ASSURANCE &
TRAINING CONFERENCE

Monday, September 21

1:00-4:30 p.m. – Pre-conference Workshop

(Separate registration required)

Quality Form and Program Design. Pre-conference attendees will have an opportunity to have their quality form and program reviewed by an expert and come away with actionable takeaways that can be put to immediate use. The pre-conference session is a deep dive into quality program design, which is sure to enhance your overall conference experience.

We begin with a process blueprint to either analyze the effectiveness of your existing call standards or use to develop from scratch your center's QM evaluation form. You'll learn the essentials in every step of the process of quality form design and program implementation: call flow mapping, skill grouping, behavior-based standards, section weighting, scoring, definitions document, form validation, roll-out and more!

Pre-conference participants receive a **Quality Form and Program Design Workbook** that includes a step-by-step quality process and implementation guide, best practices and activities to take back and share with their center's quality team.

– *Workshop Facilitator: Deelee Freeman, Call Center Training Associates*

Tuesday, September 22

Breakfast on your Own

7:30 a.m.-1:00 p.m. Registration

9:00-10:30 a.m. – Welcome & Keynote Address

Customer Satisfaction and Having Healthy Teams. Are you happy with your job and eager to show up or do you wake up and say, "Oh, no! Not again! Another day..." Let's talk and hopefully laugh about ways to deal with people and still maintain your sanity. A good team works together and enhances the best trait in each "team" member to create excellent results. **WARNING: THIS SESSION MAY LOWER YOUR BLOOD PRESSURE, MAKE YOU SMILE, AND HAVE A GOOD TIME. ATTEND AT YOUR OWN RISK!**

– *Speaker: Cea Cohen Elliott*

10:45 a.m.-12:00 p.m. – Workshops

What Works Best: Quality Evaluation Form Design Discussion Forum. If you want to learn how other call centers have designed their quality forms, this session is for you! Participants will be placed in small groups and given quality form-related topics to discuss and share what has worked best in their centers. Next, the group as a whole will create a master list of best practices. Some of the topics will include: form layout (i.e., number of attributes and categories), scoring, use of auto-fail, bonus points, and how to make quality more objective.

– *Facilitator: Deelee Freeman, Call Center Training Associates*

The Top 5 Mistakes that Training Organizations Make.

We're rolling along, training new hires, pushing them out to the contact center, and basking in the glory of our "smiley face" evaluation sheets, but are we really doing justice for our trainees and optimizing our Training ROI? In this session, we'll look at the most common mistakes training groups and contact center operations make and hear best practices for avoiding these pitfalls.

– *Speaker: Todd Gladden, deNOVO Consulting*

Proven Strategies for Handling Difficult Callers. Dealing with an angry caller is never an easy task. Unfortunately, our agents have to do it every day. While the stress and anxiety of handling these situations fade as reps learn the ropes, the importance of handling difficult customers well never fades. Attend this session to get some great tips to help your team turn these calls around.

– *Facilitator: Penny Reynolds*

Are You Doing Quality Monitoring (QM) All Wrong? This session will challenge participants to look at QM differently. Quality is absolutely about more than a recording and a form. Is your Quality organization using all data and technology to accomplish its mission - whatever that may be? The Business Driven Call Monitoring buzz may only be the tip of the iceberg.

– *Speaker: Charlene Gillam, NICE*

12:00 p.m. – Luncheon

1:15-2:30 p.m. – Workshops

Give Your Quality Program a Boost – A Hands-On Workshop to Define Standards. Have you ever struggled with an evaluation dispute over tone or professionalism? Quality standards such as courtesy, tone, empathy and professionalism can be subjective and difficult to assess when not properly defined. This session will be a hands-on workshop where we will go through the process of how to define a quality standard. When you leave this session you will have everything you need to go back and create a Quality Standards Definition Document.

– *Speaker: Brenna Sims, Las Vegas Valley Water District*

Call Coaching: Delivering Meaningful Feedback and Positive Reinforcement to Motivate and Shape Performance. You can have the most advanced quality recording technology, evaluation and analytical tools, but if you are not delivering impactful call coaching, you will continue to fall short in providing consistent and reliable high-quality service to your customers. This session provides practical suggestions to 1). Create a coaching plan; 2). Engage your agents while delivering feedback; and 3). Provide continued support post-call coaching. You will learn three specific approaches to call coaching aimed to motivate, train and develop behaviors required to meet process requirements and create a satisfying, memorable customer experience.

– *Speaker: Deelee Freeman, Call Center Training Associates*

How to Lead a Training Team (Even if You're Not a Trainer). What makes a training team "successful?" How can the team leader bring it to the finish line? Come discuss best practices for leading within a learning organization. We'll cover talent management, business partner relations, benchmarking, assessment, and future planning in this interactive session.

– *Speaker: Jana Meyers, American Century Investments*

Top 10 Training Ideas. In this session, you'll hear about training best practices from your peers in a format that's organized and practical, yet fun and entertaining. Bring at least two proven ideas with you to the session. You'll have the opportunity to share ideas one-on-one with other participants and hear what's working best in their centers. We'll use a large group voting process to select the top five creative training ideas with prizes for the winners. Whether you take home a top prize, or just a list of new ideas to try, everyone's a winner in this session — and we guarantee you'll have fun in the process.

– *Facilitator: Maggie Klenke*

2:30-3:00 p.m. – Break

Wednesday, September 23

3:00-4:15 p.m. – Workshops

Leader as Coach: Implementing a New Coaching Philosophy.

At American Airlines, the recent merger with US Airways created an opportunity to move away from a checklist-focused QA process and move towards a more customer- and employee-focused model, which included developing and implementing a new coaching process, philosophy, and call evaluation form. In this session, learn how American Airlines partnered with Bluepoint Leadership Development and implemented a new coaching philosophy, process, and methodology, and modernized the Quality Assurance process in order to help restore the airline to greatness.

– *Speaker: Christel Roco, American Airlines & Kim Lang, Bluepoint Leadership*

Great Debate – Who Gives Feedback. You've put a great quality monitoring program in place. Your whole quality team has agreed on the right quality standards for your business, and you have a good idea of which frontline agents need some coaching. The question now is: who should do the coaching? Your floor supervisors who are closest to the agents but whose time is at a premium? Or the quality analysts (QAs) who live and breathe the quality standards, but may not command the same respect that the agents hold for their immediate managers? There are definite pros and cons for both. In this session, hear how the coaching process works from both perspectives, and decide for yourself which is the better option for your center!

– *Facilitator: Penny Reynolds*

Driving the Ultimate Customer Experience the Autotrader Way. Come to this case study to learn how Autotrader implemented a quality assurance program with the customer's voice in mind. Hear how Autotrader did research on what their customers desired on every call interaction and then developed a quality form to drive the ultimate customer experience. The implementation strategy will be shared, as well as how the voice of the customer is included as part of performance enhancement. Take away some best practices to do this in your organization.

– *Speaker: Chaunte Johnson, Autotrader*

Speed Networking. You've heard of Speed Dating? Well, here's a variation that will help you start off the conference with a bunch of new friends! In our Speed Networking session, you will spend just a few minutes getting to know some of your fellow attendees, and exchange business cards so that you can talk more over the next few days and keep in touch after the conference is over.

Facilitator: Maggie Klenke

4:15-4:30 p.m. – Break

4:30-5:30 p.m. – General Session

Conquering the Mountain and Blazing a Trail! Customer Service professionals thrive in an industry that is fueled by the challenges that arise from this line of work. This session will speak directly to the mountains of technology, process and people that we must conquer in order to meet customer expectations and achieve organizational goals. Overcoming challenge is only the beginning – blazing a trail is how we demonstrate exceptionalism at its best!

– *Speaker: Penny Tootle, Las Vegas Valley Water District*

6:15 p.m. – Depart for Evening Event

6:30-9:30 p.m. – Evening Event at BB King's Blues Club

7:30-8:15 a.m. – Breakfast & Roundtables

8:15-9:15 a.m. – General Session

The Transformational Journey from Transactions to Customer Centricity: An Inspiring True Story. In 2013, San Diego Gas & Electric (SDGE) responded to increasing customer expectations for a more personalized service experience by implementing a radical change in their approach to delivering customer service. Follow the transformational journey as two contact centers replaced the decades-old model of fast, efficient transaction handling with a new customer-centric model that focused on the quality of the customer's experience with the agent. Learn why training supervisors to spend the majority their time out on the floor doing intentional coaching and re-aligning QA criteria to reflect what customers really wanted – to be treated with positive regard – were key factors in improving both customer satisfaction and employee engagement. The common sense strategies and lessons you learn in this inspiring session will give you the nudge you need to embark on your own transformational journey from transactions to customer centricity.

– *Speakers: Nancy Routh, SDGE, and Barbara Burke*

9:30-10:45 a.m. – Workshops

Call Calibration: Achieving Quality Scoring Consistency.

You can have the most advanced call recording technology, evaluation tools and a dedicated quality staff but without consistency in scoring, the integrity of your entire quality program will be compromised. Call calibration is vital to the health of your quality program, but so many find their calibration sessions frustrating and not necessarily helpful in taking consistency to the next level. This session provides everything you need to know about setting up an effective **Call Calibration Program**, how to measure calibration and most importantly how to run a successful calibration session where participants are engaged and committed to the consistent application of quality standards to call behaviors.

– *Speaker: Deelee Freeman, Call Center Training Associates*

Quality Interaction 2.0. The journey of finding the right monitoring program for a company can be daunting. In this session, hear how BCD Travel changed the view of Quality for their customers as well as their company to an approach based on the customer experience. Follow the process of this change: deciding on the need for change, the search for the right approach, defining new processes, and the implementation of a new monitoring program. Hear feedback from frontline agents, management, and the QA evaluators.

– *Speakers: Becky Baker & Angie Erickson, BCD Travel*

Training the Millennial in the Contact Center. There is a lot written about this Generation that now outnumbers the Baby Boomers. Now is the time to adapt to this generation if you haven't yet. In this session, we will talk candidly about how to rethink corporate training for the millennial. From gamification to meaning and values, we'll deep-dive into the world of the "millennialization" of training. We'll also look at the dynamic value-add this generation brings to the possibilities of training.

– *Speaker: Marshall Lee, ADP*

Agent Optimization: Maximizing the Frontline's

Performance & Productivity. ICMI research conducted in the fall of 2014 uncovered that the agent is the cornerstone of the customer experience. It also revealed critical concerns about employee engagement and empowerment, common contact center metrics, and their implications on customer engagement and satisfaction. A follow-up study in the spring of 2015 probed deeper to discover the real state of today's contact center agent – and what steps must be taken to ensure that your most critical asset is set up for success. Come hear ICMI's findings and learn what training and quality assurance teams can do to optimize agent performance and productivity in their own contact center.

– *Speaker: Justin Robbins, ICMI*

10:45-11:00 a.m. – Break

11:00 a.m.-12:15 p.m. – Workshops

BLUExpert Quality: A Collaborative Approach to Quality.

Blue Cross Blue Shield of Michigan's BLUExpert Quality program is a collaborative quality program that is an integral part of the overall "Health of the Operations" strategy for operational call centers. Teams from training, documentation, curriculum, operations, process improvement, and systems work closely with the BLUExpert team to ensure quality issues and trends are addressed in the most effective manner. During this session, an overview of the components of the BLUExpert Quality program will be discussed, along with the top practices that support the success of the program.

– *Speaker: Pam Bode, Blue Cross Blue Shield of Michigan*

Great Debate – To Score or Not to Score. One of the hot topics in quality assurance is how to score the quality form. There are so many ways to handle this, and so many voices to be heard as you decide. Come to this session to hear how other organizations handle scoring – or don't score at all!

Facilitator: Maggie Klenke

Ask the Expert – Training. This event is your chance to ask our panel of experts anything Training! This interactive session will answer questions submitted and chosen by conference attendees. If you have a question or an issue that has been a challenge to your team, bring your question to the panel! The audience will also get a chance to give some input. This session should be dynamic and informative, but the topics covered will be chosen by you and your peers at the event.

– *Facilitator: Todd Gladden, deNOVO Consulting*

The QA Revolution: Analytics and Workflow Automation

Best Practices. Traditional Quality Assurance (QA) has reached the end of a good 30-year life. Organizations are now focused on transforming QA insights into business results with the help of speech and data analytics and workflow automation. Attend this interactive training session designed for those thinking about using or are already using QA and/or analytics software tools. We'll share best practices on what works and what doesn't, and how to expedite time to value. Discover how to more rapidly identify high-value conversations that matter most to your customers and your bottom line. Learn how to easily double the productivity of QA evaluators and close the loop with more timely and consistent agent feedback, coaching, calibration and reporting.

– *Speaker: Patrick Botz & Greg Cummings, VPI*

12:15-1:30 p.m. – Luncheon

1:30-2:45 p.m. – Workshops

Old Quality Score vs. New Comprehensive Client Experience Score!

How many times have you wondered if saying the name two times in the call really does make the client happier? Measuring and coaching to what the client says is important to them, removes the uncertainty and allows you to build a quality program that centers around the things you know your clients need to have a great experience. Learn how Scottrade used a study on client satisfaction drivers to revamp their quality program. By making the client experience the core of the program, they are able to keep everyone focused on what their clients said were the most important factors in satisfaction. The perspectives of Scottrade clients, supervisors, Quality Team, and upper management are used to create a comprehensive Client Experience Score for their agents.

– *Speaker: Amy Godwin, Scottrade*

Case Study: Targeted Performance Support for Agents With Less Than One Year of Tenure.

New hire alert! When you have high turnover, how do you train those classes and also help them to continue to improve? We'll look at a case study where in the space of two years, the call center agent population went from 88% with more than one year of tenure to below 40%, and how the support and training groups diagnosed additional performance support needs and delivery methods to remedy the situation.

– *Speaker: Jana Meyers, American Century Investments*

Whose Class Is It Anyway? Or Improv for Trainers. This fun session is a workshop for improvisation. We will cover several improv acting techniques and tips. The idea is not necessarily to make you a stand-up comic, but rather to help build confidence in public speaking and learn some tricks to help you find your own voice "on the fly." This is an interactive session, and not one where you will be seated the entire time. This session will give you exercises and activities to take back to your training, coaching, and leadership teams for their development as well.

– *Speaker: Marshall Lee, ADP*

Quality Management Roadmap for Success. As contact centers continue to evolve, quality management processes will need to keep up. So, what are the key things you should know? We will review 5 key processes in quality management, which will include calibration, evaluation form building, and monitoring process, and will include a roadmap for success. We will discuss best practices for each process as well as outline stakeholder and how to information. This session will be packed with details for all quality management professionals.

– *Speaker: Christine Cowell, Aspect*

2:45-3:45 p.m. – Ice Cream Social with the Sponsors

3:45-5:00 p.m. – Workshops

Actioning Change from Quality Monitoring. Many organizations struggle to affect change in their quality monitoring process. In this session, learn some best practices to combat some of the common challenges quality assurance programs face. Hear how North American Bancard has revamped their program, including redesigning the scorecard, defining program criteria, creating reporting campaigns, driving accountability, mirroring customer satisfaction scores, coaching call center associates, integrating training initiatives, and working with executive leadership.

– *Speaker: Tim Boulanger, North American Bancard*

Ask the Expert – Quality Monitoring. This event is your chance to ask our panel of experts anything Quality! This interactive session will answer questions submitted and chosen by conference attendees. If you have a question or an issue that has been a challenge to your team, bring your question to the panel! The audience will also get a chance to give some input. This session should be dynamic and informative, but the topics covered will be chosen by you and your peers at the event.

– *Facilitator: Maggie Klenke*

Conquering the New Frontier – Virtual Training. Virtual is now reality. Work from home, multi-site centers, and restrictive travel budgets have made virtual training a reality. This session will explore some ideas of what to do, and what not to do, in virtual training. Join our presenter, in person and maybe virtually, as we walk through how to setup, prepare, implement, and deploy virtual training.

– *Speaker: Marshall Lee, ADP*

40/20 Ideas in 60 Minutes – Coaching, Rewards, and Recognition. Yes, you read it correctly! 40 ideas will come from the panel and 20 ideas will come from you, the participants, instead of all 60 ideas coming from the panel. Plan to learn what others are doing and to share what you are doing. Participants will receive tokens for each idea that is shared and will be able to shop with those tokens at the end of the session. Come prepared to share your success stories or even things you tried that didn't work.

– *Facilitator: Penny Reynolds*

5:00-7:00 p.m. – Networking Reception

Thursday, September 24

7:45-8:45 a.m. – Breakfast & Roundtables

8:45-10:00 a.m. – Workshops

60 Ideas in 60 Minutes – Topic: Quality Assurance. This fast-paced session will have you writing furiously as you try to capture an idea a minute on paper! This format will give you some great tips to take home and implement in your QA program immediately – if you can catch them all!

– *Moderator: Penny Reynolds*

Coaches Need Development, Too! Attend this session and learn how Cokesbury, the retail division of the United Methodist Publishing House, trains and coaches new leaders to prepare them for their new coaching role. The company recently adopted a new consultative approach to selling, and part of that training also includes how to coach frontline sales staff to use these consultative selling skills. For reinforcement, the Cokesbury training team developed a plan to incorporate role play using real-life calls to give the new coaches practical experience. The program has received positive feedback from the leaders and continues to build their skills and confidence.

– *Speaker: Jeremy Brown, Cokesbury*

Successfully Training a New Skill. At Sentry Insurance, new technology and the implementation of new policies and procedures have changed the way associates interact with customers, and vice versa. Internal and external customers are now calling for complex issues and demanding immediate resolution. This session will give attendees tools to use when new skills need to be trained and will focus on how to set the tone for the training and facilitate change by getting agent buy-in, as well as developing a successful mentoring program.

– *Speaker: Alex Sosa, Sentry Insurance*

ICE Case Study: An Innovative Approach to Quality Assurance. Learn how International Cruise & Excursions (ICE), Inc. put some “skin in the game” of Quality. Because ICE's mission is to build a World-Class Customer Experience, the company decided to invest a significant amount of money in new technology. Learn how the company is engaging the Quality Assurance and Training teams in this quest. In this session, hear how the expenses were justified in front of the corporate Business Opportunity Council and what was the aftermath after implementing and repaying these investments.

– *Speaker: Adelina Petrov, ICE*

10:00-10:15 a.m. – Break

10:15-11:30 a.m. – Workshops

Building a Quality Program Your Agents and Coaches Will Embrace. So, you have a quality program in place. Your coaches and agents aren't exactly on board. How can you make them feel like quality is something they own and not just one more performance metric? In this session, we will discuss strategies and tactics that will enable you to create a quality program your agents and coaches can own. From designing your quality scorecard to implementing a continuous improvement coaching model, there are several approaches you can take to make your agents and your coaches feel like the quality program is THEIR quality program. Once they are invested in the outcome, quality no longer becomes an US vs. THEM proposition but a shared responsibility.

– *Speaker: Craig Brasington, Deloitte*

60 Ideas in 60 Minutes – Topic: Training. This fast-paced session will have you writing furiously as you try to capture an idea a minute on paper! This format will give you some great tips to take home and implement immediately in your training program – if you can catch them all!

– *Moderator: Maggie Klenke*

Integrating Your Quality and Training Teams. Imagine a world where your Quality and Training teams live in joyous harmony. What effect would there be on the success of both your learners and your call center if this were the case? Attend this session to find out how to achieve better synergies through partnership and direct feedback loops with these groups of professionals.

– *Speaker: Jana Meyers, American Century Investments*

Who Are These People? Networking and Selling Quality Assurance and Training within the Enterprise. Do you find your team is an island unto itself when it comes to the rest of the enterprise? This session is geared towards breaking down barriers between Quality Assurance or Training and other departments within your company. We will focus on selling the benefits of your team and networking with other departments such as sales, marketing, finance, payroll, and the increasingly important ‘back-office’ operational groups within the enterprise. This session aims to instruct you on what you can offer each of these groups, as well as what they can provide you to make your job easier and your team more effective. This session is an absolute must if you have issues selling and communicating your value and needs to other areas.

– *Speaker: Marshall Lee, ADP*

11:30 a.m.-12:00 p.m. – Closing General Session

12:00 p.m. – 2015 QATC ends

“It was wonderful being able to connect with other professionals in my field that have the same passion and love for what we do. I met a lot of great people and took away a lot of great information.”

Registration Process

You may register for the 2015 Quality Assurance & Training Connection (QATC) Annual Conference via mail, phone, fax, e-mail, or on the web. Early Bird pricing is available until August 3, so sign up early!

To register by phone, call 888-488-0006.

To register by mail, please complete the registration form and mail with payment to:

QATC
ATTN: Conference Registration
6508 Grayson Court
Nashville, TN 37205

To register by fax, complete the registration form and fax to 615-352-4204.

To register online, go to www.qatc.org.

Cancellation Policy

You may substitute attendees at any time. For cancellations made before August 3, 2015, QATC will provide a full refund. A \$95 fee will be charged for cancellations made by August 15, and a \$195 fee will be charged for cancellations made by September 1. After that date, there are no refunds, but you may substitute attendees.

Hotel Information

The venue for this event is the Nashville Marriott at Vanderbilt University. Located on the Vanderbilt University campus, Marriott Nashville is one of the area's premier West End Nashville hotels. Offering outstanding accommodations on the city's West End Avenue, guests will enjoy the hotel's proximity to downtown Nashville, Centennial Park, and the famed Parthenon.

A special conference rate of \$189 is available until Friday, August 28. If the hotel has availability after that date, reservations will be available for \$219 per night until Tuesday, September 8. After that date, hotel reservations will be quoted at the hotel's prevailing rate.

For hotel reservations, please call 800-228-9290 and identify yourself as a conference attendee of the 2015 QATC Annual Conference or book your group rate online from our website.

Travel Information

The Nashville Marriott at Vanderbilt University is located about 20 minutes from the Nashville International Airport. The hotel does not provide shuttle service. Taxis are available for approximately \$25.00 each way. Valet parking is available at the hotel for \$35 a day. QATC will provide transportation to the Tuesday evening event.

General Information

Sponsor Showcase

QATC is pleased to provide a special Sponsor Showcase during the Conference to provide attendees with information about specific products of interest.

Networking Reception and Mixer

Join us for a networking reception on Wednesday evening. We have some special events and mixer activities planned to help you get acquainted with your fellow attendees.

Tuesday Evening Event

We're heading to BB King's Blues Club, one of downtown Nashville's hot spots, on Tuesday night for a fun evening of entertainment. Enjoy dinner and a live band along with all the atmosphere of Nashville's historic Broadway.

Networking Roundtables

We will have Networking Roundtables during breakfast on both Wednesday and Thursday mornings. The roundtable discussions are optional, but do give you another way to connect and network with your fellow attendees. And we will be giving away prizes to the participants as an additional incentive!



Conference Costs

	Early Bird Registration through August 3	Registration after August 3
<input type="checkbox"/> Pre-conference Workshop – Member	\$295	\$295
<input type="checkbox"/> Pre-conference Workshop – Non-Member	\$395	\$395
<input type="checkbox"/> QATC Member Registration	\$1,195	\$1,295
<input type="checkbox"/> Non-Member Registration	\$1,445	\$1,545
<input type="checkbox"/> Conference Registration w/ One-Year Membership	\$1,490	\$1,590
<input type="checkbox"/> Additional \$100 discount for three or more attendees from the same company		
<input type="checkbox"/> # of Attendees _____	Total _____	_____

Yes, I want to be part of the 2015 QATC Annual Conference!

Name _____

Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Country _____

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Payment Method

Check enclosed (payable to QATC)

Charge: American Express Visa MasterCard Discover

Card # _____ Exp. Date (month/year) _____

Name on Card _____ CVV Code _____

Signature _____

“I loved the interaction all day – in the sessions, during the breaks and meals. Discussions were always welcomed, and it was nice going in and asking questions and finding that others had ‘Been There, Done That!’”



6508 Grayson Court
Nashville, TN 37205

Phone: 888-488-0006

Fax: 615-352-4204

www.qatc.org



Conference Sponsors

QATC is pleased to provide a Sponsor Showcase during the Conference to provide attendees with information about specific products of interest. See the companies below at the conference and find out what's new in the industry!

Platinum Level



Gold Level



Silver Level



Endorsing Sponsors

