



180 Weidman Road, Suite 127
Manchester, MO 63021-5724

Telephone 636-394-6200
FAX 636-394-9641
E-mail dlaallee@slccc.net
Web page www.slccc.net

August 28, 2014

This serves as a record that

attended the following program:

Lessons Learned
for World Class Performance
Thursday, August 28, 2014

Charles F. Knight Executive Education Center, campus of Washington University, St. Louis

Hosted by:

ST. LOUIS COUNCIL OF CONSTRUCTION CONSUMERS

This program was designed to:

- ◆ Identify critical elements of an effective Lessons Learned process
- ◆ Learn key steps of collection, analysis and implementation of a successful program
- ◆ Explore benefits of implementation

Presenters:

Barry Rittberg, Quality Assurance Director, Fluor
Cynthia Beckham, Executive Director, Mercy

Moderator:

Steve Bannes, Washington University Graduate Studies in Construction Management

The program's training was designed to qualify for 3 Professional Development Hours (PDH) for Professional Engineers under Missouri statutes and 3 Learning Units (LU) hours through the American Institute of Architects. Please retain this as a record of your participation.

Certifying organizations who wish to audit attendance records can contact the St. Louis Council of Construction Consumers.

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