



A) Activities held during the period 1st Jan 2010 to 31st March 2010

1) **Interest Group Session**

- 1.1) Managing Integrated Quality Management System, 21 January 2010
- 1.2) The Service DNA, 18 March 2010
- 1.3) Technical Writing Skills for Professionals, 30 March 2010



2) **Education Visit**

- 2.1) Visit to Singapore Airlines (SIA) Cabin Crew Operations, 19 March 2010



B) Activities Plan during the period 01st April to 30th June 2010

- 1) SQI 39th Annual General Meeting, 25 June 2010