

EAHP Academy Seminar 2009

An ACPE knowledge based activity

Friday, April 17th, 2009	
12.00 - 14.00	Lunch
14.00 - 15.15	Leadership ? vision and strategy ? process design ? working with goals, measurement of reaching goals ? staff development and training ? continuous improvement including how to deal with mistakes or errors and complaints
15.15 - 15.45	Coffee Break: hotel lobby
15.45 - 17.30	Leadership continues
19.00 - 22.00	Dinner: Garden Brasserie
Saturday, April 18th, 2009	
09.00 - 09.30	Quality management systems
09.30 - 10.00	Human resources development
10.00 - 10.30	Control of documents and records
10.30 - 11.00	Coffee Break: hotel lobby

11.00 - 11.30	Continuous Improvement
11.30 - 12.00	Management Process
12.00 - 12.30	Briefing for workshops
12.30 - 14.00	Lunch
14.00 - 16.00	Workshops 5 groups (topics as in the morning)
16.00 - 16.15	Coffee Break: hotel lobby
16.15 - 17.45	Presentation results workshops and discussion
18.15	Foundation Dinner & Social Activity Meet in hotel lobby at 18.15 for departure

Last update: 1 July 2014
