

**PEOPLE AND QUALITY: MANAGING STAFF, MANAGING CUSTOMERS,
MANAGING CHANGE**

Workshop 12/1 – 28th June 2007
University of Bradford
Norcroft Conference Centre
Lounge area & auditorium

AGENDA

09.30-10.00	Arrival & registration
10.00-10.10	Welcome & introduction to the day <i>Clive Wilson, University of Bradford</i>
10.10-10.50	Introduction to LEAN ASSET™: benchmarking the performance of departmental space <i>If Price, FMGC</i>
10.50-11.30	Health & Safety revisited <i>Pat Caunt, Health & Safety Executive</i>
11.30-11.45	Coffee
11.45-12.15	Performance management in the public sector <i>Tina Bailey, Elmbridge Borough Council</i>
12.15-12.30	Open Space planning session <i>Fides Matzdorf, FMGC</i>
12.30-13.20	Lunch
13.20-14.05	Open Space Session 1
14.05-14.50	Open Space Session 2
14.50-15.05	Tea
15.05-15.50	Open Space Session 3
15.50-16.15	Final plenary session: rounding off the day and deciding what to take forward
16.15	Finish

NB. Since we will run a number of parallel sessions, a range of further topics will be on the agenda (to be decided on the day), as well as a guided campus tour.