

## EAHP Academy Seminar 2009

An ACPE knowledge based activity

Friday, April 17th, 2009	
12.00 - 14.00	Lunch
14.00 - 15.15	Leadership <ul style="list-style-type: none"> <li>• vision and strategy</li> <li>• process design</li> <li>• working with goals, measurement of reaching goals</li> <li>• staff development and training</li> <li>• continuous improvement including how to deal with mistakes or errors and complaints</li> </ul>
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

<b>09.30 - 10.00</b>	Human resources development
<b>10.00 - 10.30</b>	Control of documents and records
<b>10.30 - 11.00</b>	<b>Coffee Break: hotel lobby</b>
<b>11.00 - 11.30</b>	Continuous Improvement
<b>11.30 - 12.00</b>	Management Process
<b>12.00 - 12.30</b>	Briefing for workshops
<b>12.30 - 14.00</b>	<b>Lunch</b>
<b>14.00 - 16.00</b>	Workshops 5 groups (topics as in the morning)
<b>16.00 - 16.15</b>	<b>Coffee Break: hotel lobby</b>
<b>16.15 - 17.45</b>	Presentation results workshops and discussion
<b>18.15</b>	<b>Foundation Dinner &amp; Social Activity Meet in hotel lobby at 18.15 for departure</b>

Last update: 1 July 2014

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