

Venue: Svetogorska 3 / II, Belgrade
Date: 5th July 2010.

Service Performance improvement Methodology

Indicative Timing	Activity/Focus
9.00	Introduction to the Workshop
9.15 - 10.30	Introduction to Organisational Problem-Solving methodology; Establishing Roles and relationships in Problem-solving teams Workshop to initiate diagnosis inquiry
10.30 - 10.50	Refreshments: Coffee/tea
10.50 - 12.30	Session 1: Principles of inquiry for diagnosis Workshop to apply the principles Expressing systemicity of a problematic situation
12.30 - 13.45	Lunch
13.45 - 15.15	Session 2: Process Modelling I : defining organisational processes Workshop in Process Thinking
15.15 - 15.40	Refreshments: Coffee/tea
15.40 - 16.30	Session 3 Intervention Methods Workshop in Identifying the correct intervention
16.30	Plenary