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| Interreg V-A Latvia – Lithuania Programme 2014-2020LLI-131 Creating of business support system and the availability in Zemgale, Kurzeme and Northern Lithuania/ BUSINESS SUPPORT |

Training

**“Quality management focused on customer satisfaction”**

**AGENDA**

**Venue**  Taikos 19, Rokiškis LT-42114

**Date  25.03.209**

**Working language**  Lithuanian

**Lecturer Kęstutis Jasiūnas**

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| **Monday** |  **the 25th of March, 2019** |
| **09:45 – 10:00**  | Registration, coffee |
| **10:00 – 10:15** | Introduction, goals |
| **10:15 – 11:30** | * Principles of quality management
* Practical exercise "BUM"
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| **11:30 – 11:45** | Coffee/tea break |
| **11:45 – 13:00** | * Process management
* Increasing operational efficiency - a practical exercise
* Personnel management
 |
| **13:00 – 14:00** | Lunch break |
| **14:00 – 16:30** | * Change management
* Feedback management
 |
| **16:30 – 17:00**  | Summary of the day, questions |

More information and registration: rasavingeliene71@gmail.com, +370 61638688.