

## Thursday, 24 October 2019 9:00 – 17:30

- 9:00 **Welcome & Icebreaker**

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- 9:30 **Vision & Background**

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- 10:00 **Audit Logistics and Tools**

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- 10:30 **Coffee Break**

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- 11:00 **Characteristics of a Successful Assessor**

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- 11:30 **Intro to Case Study and Mock Assessment**

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- 12:15 **Lunch Break**

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- Case Study Assessment**

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- 13:15 **Employee Ownership and Engagement (4 metrics)**
  - Understanding quality goals
  - Staff Empowerment and Engagement

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- 14:15 **Leadership Commitment (4 metrics)**
  - Commitment to Quality
  - Enabling Resources

**Continuous Improvement (3 metrics)**

  - CAPA Robustness
  - Clear Quality Objectives

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- 15:15 **Coffee Break**

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- 15:45 **Technical Excellence (4 metrics)**
  - Utilization of new technologies
  - Maturity of systems

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- 17:30 **End of Day 1**

## Friday, 25 October 2019 9:00 – 13:30

- Case Study Assessment Continues**

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- 09:00 **Quality Communication and Collaboration (5 metrics)**
  - Quality Communications
  - Management Review and Metrics
  - Internal Stakeholder Feedback
  - Collaboration with Assessors (optional)

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- 10:30 **Health Authority Engagement**

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- 10:45 **Coffee Break**

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- 11:15 **Getting Site Management Involved and Setting Expectations**

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- 11:45 **Wrap Up -- Feedback**

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- 12:15 **End of Course and Farewell Lunch**