**ISO Workshop**

**National Agencies**

**11th and 12th July 2012**

*Federal Ministry of Education and Research,*

*Heinemannstr. 2, 53175 Bonn*

*Meeting room U/ 161 Haus A1*

**Draft Programme**

Thursday 11. July 2012

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| **10.00 h** | Arrival and registration |
| **11.00 h**  **11.15 h** | Welcome and introduction  The consequences of ISO and their effects on the structure and the administration work of the National Agency |
| **12.30 h** | Key elements of the quality management by ISO and overlaps with the guide for  National Agencies  Lunch break |
| **13.30 h**  **14.00 h** | Introduction to the workshops: every participant can assist in two workshops:   * Workshop 1: indicators as regulation instrument * Workshop 2: the documentation of processes * Workshop 3: the organization of quality management   Workshop part 1 |
| **15.30 h**  **16.00 h**  **17.30 h**  **18.00 h** | Coffee break  Workshop part 2  Feedback of the day and preview next day  End of the first day |

Friday 12th July 2012

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| **09.30 h** | Arrival |
| **09.45 h** | The complaint management – an essential element of the quality management   * Workshop 1: ISO instruments for the complaint management * Workshop 2: The “ombudsman” as part of the complaint management |
| **11.15 h** | Coffee break |
| **11.30 h** | Possible consequences of the ISO certification on the cooperation between the National Agencies and the European Commission  N.N., EU-Commission |
| **12.00 h**  **12.30 h** | Closing remarks  Lunch and departure |