

Transforming Service Delivery for the 21st Century: Strategies for the Public Good

Sample Schedule

Monday	Self-organized peer groups meet	Wednesday	Self-organized peer groups meet	Friday
9:00-10:30 am		8:30-9 am - Coffee & Conversation (optional)		8:30-9 am - Coffee & Conversation (optional)
Service Delivery to Create Public Value: TSA Mark Fagan		9:00 - 10:30 am		9:00 - 10:45 am
Break 10:30- 11:00 am		Processs Reengineering: Cuna Mas in Peru Fagan		Queuing: Flu Shots and ERs Fagan
11:00 am - 12:30 pm		Break 10:30- 11:00 am		Break 10:45- 11:00 am
Quality and the Quality Toolkit: The Fluffernutter Fagan		11:00 am - 12:30 pm		11:00 am - 12:30 pm
		Efficient Delivery: Victoria Station London Fagan		Equitable Capacity Allocation: BPS School Assignments Fagan
Monday	Self-organized peer groups meet	Wednesday	Thursday	Friday
8:30-9 am - Coffee & Conversation (optional)		8:30-9 am - Coffee & Conversation (optional)		8:30-9 am - Coffee & Conversation (optional)
9:00 - 10:30 am		9:00 - 10:30 am	10:30-12:00 pm	9:00 - 10:30 am
Demand Peaks: The Good, the Bad, and the Ugly - CSX Fagan		Role of Technology: Keyna's M-PESA Fagan	Operational Challenge Showcase Fagan	Measurement and Management: The Promise and Perils of CitiStat Fagan
Break 10:30- 11:00 am		Break 10:30- 11:00 am		Break 10:30- 11:00 am
11:00 am - 12:30 pm		11:00 am - 12:30 pm		11:00 am - 12:30 pm
Supply Chain Management Fagan		Equity Under Adversity: Five Days at Memorial Hospital Fagan		Putting It All Together: The Traffic Intersection Fagan