**Session 3: Tuesday 27th June 2017**

**Edinburgh Training & Conference Venue**

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| 8:30 – 9:00 | **Registration and Tea/Coffee** |
| 9:00 – 09:45 | **Project Planning***Christine Owen – Improvement Advisor, HIS* |
| 09:45 – 10:30 | **Leading Change***Sue Sloan – Organisational Development Consultant* |
|  | **Coffee Break** |
| 10:45 – 13:00 | **Refresher of Measurement for Improvement****Understanding the definitions of Activity, Backlog, Capacity and Demand****How to calculate system capacity demand and flow****Common reactions to capacity and demand problems.** |
| 13:00 - 13:30 | ***Lunch Break*** |
| 13:00 - 17:00 | **Introduction to financial data and ROI****Capacity and demand simulation****Knowledge and practical understand of data collection & analysis in relation to ROI****Demand, Capacity & Flow cont’d** |
| 17:00  | **Close of Session** |