**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** |