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Objectives of the second seminar of the service charter project

19-20 June 2006

Objectives

- 3.To consolidate the new knowledge of participants on performance management concepts**
- 4.To make you familiar with consultation techniques**
- 5.To enable you to implement an effective complaints system in your agency**

Our performance indicators

- 2. Percentage of participants who indicate that they have a clear understanding of basic performance management concepts at the end of the seminar**
- 3. Conformance of planned consultation approach in your agency with agreed criteria for good practice**
- 5. Satisfaction of your users with your complaints system**

Our targets

First objective:

100 percent of the participants should have a clear understanding of basic performance management concepts at the end of the seminar.

Second objective:

70 percent of first draft of consultation plans drawn up after the seminar should be fit for Purpose. 100 percent of the consultation plans should be fit for purpose after the critique of the trainers.

Third objective:

No more than 20 percent of your users who complain in your agency should be dissatisfied with the feedback provided by your agency.