

**Name of the person interviewed:**

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**Unit/Department represented by the interviewee:**

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**Organisation represented by the interviewee:**

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***Group exercise (1)***

Question 1: What kind of services is your department or unit providing and what is your role in the unit or department?

Question 2: Why did you decide to participate in the charter programme?

Question 3: What do you expect to learn in this programme?

### ***Group exercise (2)***

Question 1: What does your department or unit expect to achieve through the development and use of service charters?

Question 2: How does the charter initiative fit into the existing modernisation and quality initiatives of your organisation?

Question 3: In your view, what performance indicators would suggest the success of the charter initiative?