



**Practical information**

**Date:** 16<sup>th</sup> April 2010

**Place:** Agencia de Evaluación de las Políticas Públicas y Calidad de los Servicios Públicos (AEVAL). Ministerio de la Presidencia. c/ Príncipe de Vergara, 108. Madrid. Metro: Avenida de América.

**Time:** 16<sup>th</sup> April (09:30 – 17:45)

**Working languages:** English.

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Madrid, April 2010

We are pleased to invite you to the **meeting of the Learning Team on Customer Satisfaction Management** during the Spanish Presidency, which will be held on 16<sup>th</sup> April 2010 in Madrid.

Please confirm your attendance to the meeting sending an e-mail to [eupan.ipsg@aeval.es](mailto:eupan.ipsg@aeval.es)

## AGENDA

16<sup>th</sup> April 2010

09:00-09:30	Accreditation
09:30-09:45	Introduction and approval of the Agenda
09:45-09:50	Minutes of the LT Meeting in Stockholm 16 <sup>th</sup> September 2009
09:50-10:20	Reporting from Vilnius Citizen / customer satisfaction management European experiences and insights. Ms. Lina Semetulskyte
10:20-11:00	Report on the preliminary results of DEC project (Dialoguing with European Citizens): catalogue of CSM good practices across the EU. Discussion on the preliminary results of the DEC project.
11:00-11:30	Coffee break
11:45-12:15	Spanish Presentation
12:15-13:00	OCDE Presentation: Focus on Citizens: Public Engagement for Better Policy and Services. Ms Jordan Holt
13:00-13:30	Discussion: Coordination and synergies OCDE-EUPAN on Citizen/Customer Satisfaction Management future works.
13:30-15:30	Lunch
15:30-16:00	Presentation: Follow up on the Norwegian Citizen Survey. Mr. John Nonseid
16:00-16:30	Presentation: Customer Service Excellence. The Government Standard UK. Mr. Roy Stephenson.
16:30-16:45	Coffee Break
16:45-17:30	Evaluation of the LT work and preparation for the Future. Mr. Nick Thijs.
17:30-17:45	Conclusions