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## **VSN Agenda – Thursday 27<sup>th</sup> August 2009**

### **Quality Scotland, Edinburgh**

**9.30:** Arrival, meeting commencing at 10a.m.

**10.00:** Actions arising from previous meeting

**10.15:** Network Matters

- VSN Conference
- Recognition
- PQASSO

**10.45:** Environmental Scanning

**10.50:** Implementing Excellence – 2 presentations;

1. Presentation from Angela Rook from RNLI on their approach to quality
2. Presentation Audrey McGinty from Dundee City Council on setting KPIs and achieving recognition.

**12.00:** Feedback from group sessions and AOB

**12.05:** Close