

1. The Program (Proposal from Dr. Handa)

*Egypt time

1030-1050.....Brief self-introduction of the participants and the lecturer

1051-1130.....Introductory Speech: Why are we here gathered? We are selected people with leadership!

1131-1140.....Short break

1141-1230.....What is "management"and management of public organization"? and What is our "hospital management"?

1231-1240.....Short break

1241-1330.....5S-KAIZEN-TQM: You can start something new even just after this course for further improvement of qutlity of service!

1331-1340...break

1341-1430...Questions and Answers