

**Q2010 Training Course on *Quality Assurance*,
Michael Colledge
3rd May 2010
Statistics Finland,
Työpajankatu 13, Helsinki, Kalasatama**

Session	Time	Title/Topic
1.	09:30 – 09.45	Introduction: objectives, content, format of course; participants
	09.45 – 11.00	Quality concepts and practices – literature review
	11:00 – 11:30	<i>Coffee break</i>
	11:30 - 11:45	Small group discussions
	11.45 – 12:00	Plenary discussion
2.	12:00 – 13:00	Quality assurance frameworks – reasons for, benefits, scope, content, generic template
	13:00 – 14:00	<i>Lunch break</i>
	14:00 – 14:15	Small group discussions
	14:15 – 14.30	Plenary discussion
3.	14.30 – 15:30	Quality assurance framework development guidelines – quality concepts and procedures
	15:30 – 16:00	<i>Coffee break</i>
	16:00 – 16:45	Quality assurance framework development guidelines – quality assessment, performance management, quality improvement
	16:45 – 17:00	Wrap-up discussion