

## DevCon08 Case Study preferences

Case Study preference (please circle not more than one in each row):

	<b>Town Hall Main Auditorium</b>	<b>Illot Theatre</b>	<b>Civic Suite</b>	<b>Civic 3</b>	<b>Square Affair</b>	<b>Lion Harbourview Lounge</b>
<b>Session 1</b> <b>11.00am – 11.45am</b>	Royal New Zealand Navy: Pursuit of Excellence programme	Department of Labour: Proactive Client Communications Project	The Police: Service First – Making Every Contact Count	Wairarapa District Health Board: Reshaping Services	Ministry of Justice: Service improvement in District Courts	Ministry of Social Development: Action on Youth Gangs
<b>Session 2</b> <b>11.45am – 12.30pm</b>	Royal New Zealand Navy: Pursuit of Excellence programme	Department of Labour: Proactive Client Communications Project	The Police: Service First – Making Every Contact Count	Wairarapa District Health Board: Reshaping Services	Ministry of Justice: Service improvement in District Courts	Ministry of Social Development: Action on Youth Gangs
<b>Session 3</b> <b>2.15pm – 3.00pm</b>	Ministry of Agriculture & Forestry: Outcome performance monitoring framework	State Services Authority of Victoria, Australia: Towards Agile Government	Standards New Zealand: Stakeholder consultation on standards	New Zealand Blood Service: Research to improve services	Statistics New Zealand: Statistics... bewildered? Breaking down the barriers between us and SMEs	The Treasury & Ministry for the Environment: Emissions Trading Scheme
<b>Session 4</b> <b>3.30pm – 4.15pm</b>	Ministry of Agriculture & Forestry: Outcome performance monitoring framework	State Services Authority of Victoria, Australia: Towards Agile Government	Standards New Zealand: Stakeholder consultation on standards	New Zealand Blood Service: Research to improve services	Statistics New Zealand: Statistics... bewildered? Breaking down the barriers between us and SMEs	The Treasury & Ministry for the Environment: Emissions Trading Scheme

Please email your preferred choices to [devcon@paardekooper.co.nz](mailto:devcon@paardekooper.co.nz) or fax to 04 568 4563 by 19 May 2008.

Please note that we have swapped MAF from the morning with DoL in the afternoon.