



## **2009 ANNUAL COMMUNICATIONS MEETING**

### **AGENDA**

**Time: 09h:00 – 13h:00**

1. Opening & Welcome
2. Introductory Remarks
3. Announcement
  - SANAS Board of Directors
  - SANAS CEO
4. SANAS – Public Entity
5. Implementation of Project Breakthrough
  - SANAS Structure
6. ILAC/IAF/EA MRA Feedback
7. Tea Break
8. Approval's Committee Process
9. Customer Satisfaction Survey
10. Suggestions for continued improvement
11. Way Forward
12. Closure
13. Lunch