



Induction for Gambian Cabinet Ministers Operational Excellence: The Practice of Good Governance

**Government of The Gambia
Kairaba Beach Hotel, Senegambia Area, The Gambia**

Saturday, 11 February 2017

09.00 to 17.15

- 08.30 – 09.00:** Arrivals, Tea & Coffee
- 09.00 – 09.30:** Introductions & Workshop Methodology
- 09.30 – 10.15:** Governance, Management and Operations:
The Role of Ministers in Developing Countries
- 10.15 – 11.00:** The Citizen-Consumer and the Toolkit of Operational Excellence
- 11.00 – 11.30:** **COFFEE & TELEPHONE BREAK**
- 11.30 – 13.00:** The 10Es of OpEX™: Wanting and Being Excellent
- 13.00 – 14.00:** **LUNCH BREAK**
- 14.00 – 14.45:** Reductionist Analysis:
Understanding the Nature and Causes of 'Problems and Challenges'
- 14.45 – 15.30:** The Fundamentals of Professional Standards
- 15.30 – 16.00:** **COFFEE & TELEPHONE BREAK**
- 16.00 – 17.00:** OpEX™ and the Dual Ministerial Priorities:
Rectification and Reform; Institutional Enhancement & Facilitation
- 17.00 – 17.15:** **Close of Workshop & Next Steps**

The Induction for Gambian Cabinet Ministers is supported by: the European Commission, ADEPT and ICMPD:

