

# VCU EdPEX Workshop Program

## A Guide for Development and Implementation towards Performance Excellence

February 3, 2023, 9.00–16.00 hrs. at Seminar Room, D Building  
Hua Mak Campus

	Topic	Time	
<b>Morning session</b>	Leadership	09.00 – 09.45	45 mins.
	Strategic Planning	09.45 – 10.30	45 mins.
	Customer Focus	10.30 – 11.15	45 mins.
	Workforce Focus	11.15 – 12.00	45 mins.
----- <i>Lunch break</i> -----			
<b>Afternoon session</b>	Operation	13.00 – 13.45	45 mins.
	Measurement, Analysis and KM	13.45 – 14.30	45 mins.
	Results	14.30 – 15.15	45 mins.
	Reflection and Q&A	15.15 – 16.00	45 mins.