



**1st Working Group Meeting
29 – 31 March, Sitges (Barcelona)**

Agenda

Thursday, 29 March 2007

- 13.30 – 14.30 Lunch
 14.30 – 15.30 Opening session
 15.30 – 16.00 Coffee break
 16.00 – 18.00 Working Group Sessions

Market Organisation	Customer Relations	Corporate Management	Equipment
Welcome, Introduction, Objectives Current situation in the field Outcome and analysis of results from questionnaires			

- 20.30 Dinner organised by the SPUTNIC team
meeting point at Hotel Reception

Friday, 30 March 2007

- 9.30 – 13.30 Morning Working Group Sessions
 11.00 – 11.30 Coffee Break

Market Organisation	Customer Relations	Corporate Management	Equipment
Integration	Basic elements of marketing Current practices and perspectives	Trends in corporate management Trends in performance management	Upgrading solutions

- 13.30 – 14.30 Lunch
 14.30 – 16.30 Afternoon Working Group Sessions
 16.30 – 17.00 Coffee Break
 17.00 – 18.00 Closing Session
 20.30 Dinner organised by the SPUTNIC team
meeting point at Hotel Reception

Saturday, 31 March 2007

- 09.00 – 18.00 Technical Visit organised by Transports Metropolitans de Barcelona-TMB
 (Public Transport Operator in Barcelona)
 18.00 - Free night out in Barcelona