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STUDY PROGRAMME ON PUTTING PEOPLE FIRST: THE KEY
TO IMPROVING PUBLIC SERVICES

The Public Administration International (PAI) will conduct the UK-based study programme on "Putting People First: The Key to Improving Public Services" on June 8-19, 2010. It explores the key elements needed to develop a culture of customer focus in the context of provision of public services.

The two-week study programme aims to give the participants the opportunity to exchange experiences and make international comparisons, identifying areas for development and improvement in their own organizations.

This is designed for senior managers responsible for delivering public services, in particular those with direct interface with the public. Participants may have a background in central or local government, health, welfare, education or the administration of justice.

A registration fee of £2,900 shall be charged each participant. This includes tuition, travel to and from the airport in London, travel on scheduled visits, travel and one night's accommodation while on visit outside London, printed materials and other documentation. Airfares, accommodation costs (apart from one night outside London), daily travel (other than on visits scheduled in the programme) meals and living expenses are not included.

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