



PPO 101

Tuesday, October 18th	
8:00 am – 8:30 am	Registration and Continental Breakfast
8:30 am – 8:45 am	Welcome and Overview
8:45 am – 10:00 am	The Business – Delivering World Class Service
10:00 am – 10:10 am	Break
10:10 am – 11:10 am	Human Resources
11:10 am – 12:00 pm	BSIS Compliance and Audit
12:00 pm – 12:15 pm	Lunch service / Break
12:15 pm – 1:15 pm	Working Lunch Panel Discussion Q & A
1:20 pm – 2:00 pm	Contracts
2:05 pm – 2:40 pm	Insurance
2:40 pm – 2:50 pm	Break
2:50 pm – 3:45 pm	Administration and Financials
3:45 pm – 4:00 pm	Closing Remarks Final Q & A