



22 Feb **2017**

## Optimising Waste Performance

### Agenda

09.30 – 10.00 Warm-up. Coffee. Tea. Possibly Croissants.

10.00 – 10.15 Introduction. Catherine Cross (4OC)

10.15 – 10.45 'Operating Models – Options and moving towards best practice'.  
Emma Tilbrook (Senior Consultant, Eunomia)

10.45 – 11.30 'Performance Management Approaches', Andrew Smith, (4OC)

-----

11.30 – 11.45 Break. Coffee. Tea. Probably Cookies.

-----

11.45 – 12.30 'Data Management – It is really important!'. Dan Smyth (Contract  
Manager, Lampton 360)

-----

12.30 – 13.00 Lunch. Coffee. Tea. Definitely Sandwiches. Salad?

-----

13.00 – 13.45 'Customer journeys', Andrew Smith, (4OC)

13.45 – 14.30 '4OC's Experience, Method and Solutions', Paul Marray (4OC)

-----

14.30 – 14.45 Break. Coffee. Tea. Apples/Bananas.

-----

14.45 – 15.30 'How Technology can enable optimised performance', Tim Hobbs  
(Director, Bartec)

15.30 – 16.00 Wrap up, 4OC