



PROGRAM WORKSHOP ICAR

BOURG EN BRESSE JUNE 23RD 2011



Certificate of Quality workshop

- ▶ **Introduction, Frank Armitage**
- ▶ **The benefits of the Certificate and lessons learnt, Folkert Onken**
- ▶ **The experiences of an auditor and applicant, Pavel Bucek**
- ▶ **The role of the auditor and lessons learnt, Franz Schaller**
- ▶ **The benefits of the Certificate to our organisation, Martina Rafajova**