

1.

Welcome and Objectives of the Day

Jeroen de Wit
EBA

2.

The Benefits of International Collaboration, including Benchmarking

Steve Morgan
EBA

3.

The Blood Operator Manager's toolkit

Dr. Gilles Folléa
EBA

4.

How to create a loyal donorbase

Dr. Jorgen Georgsen, EBA
Dr. Kjell Titlestad

5.

Psychology behind donor behaviour

Dr. Ingrid Veldhuizen
Sanquin

6.

How to ensure low deferral rates

Arlinke Bokhorst
Sanquin

7.

How to implement highly productive blood collection teams

Laura Del Hoyo Hontoria

8.

Supply Chain Management

Eric Jansen, Sanquin
TIMO and RIMO tools
Prof. Jan van der Wal

9.

Creating a Lean and Productive Processing Department

Nick Tandy, EBA
Sarah Raymond, NHSBT

10.

Creating a Productive Screening Laboratory

Dr. John Jongerius
Sanquin

11.

Appropriate transfusion policy, how to lower transfusion rates

Dr. Rianne Koopman
Sanquin

12.

How to make benchmarking a success in your organisation

Vaughan Sydenham
NHSBT

13.

Panel discussion

Board members
ABO and EBA

14.

Conclusions from the day

Dr. Gilles Folléa
EBA

