*****van Kemenade***

***Audit Coaching Training***

**Overview of services that can be offered by *Van Kemenade ACT***

This overview contains examples of services that have been rendered in the past or can be in future by *Van Kemenade ACT.* We make a distinction between Audit, Coaching and Training.

**Audit**

Performing audit can be done on any standard that you suggest, be it Joint Commission International-Standards, models like the EFQM-Excellence-model and INK Management model or a tailor made instrument. It can be a baseline audit or regular audit. We can provide the auditors, although we prefer to train your own people in that and just provide the chairman of the audit team.

**Coaching**

*Van Kemenade ACT* has a longstanding experience in coaching individuals, partly at distance, partly in life setting. We focus on managers and quality responsible staff members.

Besides individual coaching, we can coach your organisation in an organisation wide change process. It can be aimed at implementing a Quality Management System, establishing a Quality Culture, increasing the level of Patient Centred Healthcare.

**Training**

An important tool we offer is training. All trainings are tailor made. We have basic and advanced training. Examples of training topics are:

Change management

Passion in Your Work

Training on Work Code of Conduct

Leadership in constraints

Mission, Vision and Values

Internal Audit Training

Patient Centred Healthcare

Human Capacity Management

Waste Management

Lean Management

Performance Indicators

Appreciative Auditing

Conflict Management

Training for Quality Managers

Strategic Planning

Hospitality (in cooperation with Driessen Hygiene Totaal)