Updated agenda as of 14/04/2023, for the latest version see
https://www.eu-japan.eu/events/lean-europe-visit-29-skibeat

Monday, 17 April — Arrival, pre-visit evening activity

Time	Activity
13:30	**Meet at The Hub café**, next to the arrivals door at Geneva Airport (GVA)
14:00	**Coach transfer from Geneva Airport to La Plagne** (2½ hour transfer)
16:30	Check in opens at the chalets
18:00	**Introduction to SkiBeat** by Anthony Collins, Group CEO, Topflight Travel Group
	Discussion & preparation for process-mapping activity led by Richard Keegan, EU-Japan Centre's Lean Advisor
18:45	**Introduction** by chalet hosts, drinks & canapés
20:00	**Group dinner** including partners

Tuesday, 18 April — Lean activities, departure

07:00 **Working breakfast**:
- *07:00* - chalet host starts setting up the breakfast
- *07:30* - **process map the breakfast preparation and serving**
- *08:00* - breakfast served
- *08:45* - breakfast finished

09:00 **Feedback / prep session in main chalet**:
- **Discuss breakfast process and propose improvements**

09:30 **Session 1 - Lean & Net Promoter Score (NPS)**:
- **Presentation & discussion**
- **Improvement exercise**

Coffee break

11:30 **Session 2 - Introducing Preventative Maintenance**:
- **Presentation & discussion**

13:00 **Debrief, group photo and working lunch:**
- **Report out on process mapping, NPS & preventative maintenance discussions**

14:30 Coach transfer to Geneva Airport for flights departing after 19:00

18:30 ***Lean Fireside Chat followed by dinner at 20:00*** *(for delegates staying Tue night)*

(Possible additional 1½ days of skiing, with departure on Thursday afternoon)