## PIARC TTC Meeting 17 – 18 May 2002

## THEMES FOR WORKING GROUP SESSIONS

- $N^{\circ}\ 1$  What are the key success factors for TTC development in 2002 ?
- $N^{\circ}$  2 What tools / policies are needed to achieve high levels of customer satisfaction ?
- N° 3 What are the most efficient ways of meeting TTC training needs?

What are the key success development factors in 2002 for a TTC to become a focal point for the <u>active</u> dissemination of technical documents and other technology transfer activities?

1	<b>Your</b>	ind	rib	/id	lual	and	coll	lective	oł	servations	related	l to	•

١.	Their	basic	mission	of	facilitating	the	acquisition	and	dissemination	of
	techr	nology,	, best pro	acti	ces,policy k	nowl	edge and kr	now h	iom ș	

2. The institutional development and national positioning of the TTC?

3. The involvement of public and private shareholders?

4. The delivery of specific programs?

What tools / policies are needed to enable TTCs to achieve high levels of customer satisfaction taking national conditions into account?

	our individual and collective observations related to : Identifying current users as well as target audience needs?
2.	The perceived added value of the TTC to the above end users ?
3.	National government policies to promote technology transfer ?
4.	Adapting available types of technology to <u>local</u> levels of expertise and environment?

## What are the most efficient ways of meeting training needs for TTCs based on current experience?

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1. Self study guides and interactive computer based training

2. Short courses

- 3. In depth off-work site training
- 4. On-the-job training or demonstrations

5. Videotapes or CD ROM supports