

Performance Management in Tax Administration

April 28, 2023

Online-Zoom

9:00 a.m.	Welcome and Introduction
9:15 a.m.	Performance Measurement in Assessment and Collection
10:00 a.m.	Goal Development and Analysis
10:30 a.m.	<i>Break</i>
10:45 a.m.	Informed Decision-Making
11:30 a.m.	<i>Break for Lunch</i>
12:15 p.m.	Group Exercise
1:15 p.m.	Summary and Q&A
2:00 p.m.	Adjourn