

# NOAC

## National Oversight and Audit Commission

5<sup>th</sup> of November 2019 at 10.00 am

Conference Room, Custom House, Dublin 1

### Agenda

- 1) Minutes & Actions of Meeting of 17<sup>th</sup> September
- 2) Declaration of any conflict of interest
- 3) Matters arising
  
- 4) PI Report feedback and media coverage
  - Update and agree work plan priorities
- 5) Customer Service day and update on Customer Satisfaction Survey 2020
  - Update on progress
- 6) New Members appointed by PAS Process
  - Update on progress
- 7) Strategy and Work Programme 2019 – 2022
  - Draft Update / Signoff / Next Steps
  - Working Groups Discussion
- 8) Website and Branding/Logo
  - Update and next steps
  
- 9) Any Other Business