Session Program

Oct 26 – 31, 2014

WAO2014

Happy User Index, Customer Satisfaction

Erbacher Hof, Mainz
Grebenstraße 24-26, 55116 Mainz

Mon, October 27

1:30 PM

Happy User Index, Customer Satisfaction

Session | **Location:** Erbacher Hof, Mainz, Ketteler-Saal C 076 | **Convener:** Rossano Giachino

1:30 – 1:35 PM **Happy User Index**

Speaker
Rossano Giachino

1:35 – 1:55 PM **A common operation metrics for 3rd generation light sources**

Speaker
Montse Pont

1:55 – 2:15 PM **Operation progress and upgrade in SSRF**

Speaker
Qinglei Zhang

2:15 – 2:35 PM **LHC machine availability & luminosity production.**

Speaker
George Hemelsoet

2:35 – 2:55 PM
Tailoring the ESS Reliability and Availability needs to satisfy the users

Speaker
Enric Bargalló

2:55 – 3:00 PM **Session Closing**

3:00 PM