**Opening Session**

**Session 1  Model surveys: strategies and theoretical issues**
1.1 The Development of European Statistics on Business Services
1.2 Role of Model Surveys - a Review
1.3 Towards the Development of Harmonized European Statistics on Services

**Session 2: Experience with Model surveys**
2.1 Business Accounts Frameworks
2.2 European Union Pilot Studies and Surveys
2.3 Inter-Sectoral / Country Comparisons of Statistics on Services: General Problems
2.4 Intercountry Comparison of Service Industry Statistics in Voorburg Group Member Countries
2.5 Bulgarian Practice in the Field of Statistics of Services
2.6 A European Pilot Survey on Audiovisual Services: First Conclusions and Recommendations for a Further Development
2.7 Australian Experience in Conducting Surveys of the Audio Video Industries
2.8 The Horeca and Travel Agency sector, Methodological Aspects Concerning the European Pilot Survey, A Feedback for the Eurostat Methodological Manual on Services
2.9 Survey of Tourist Lodging Facilities in the Czech Republic
2.10 Update of Australian Experience in the Development of Surveys of Medical Services
2.11 Methodological and Practical Implications of the Pilot Survey on Transport Services Undertaken by Member States of the European Communities
2.12 Glossary on Enterprise Statistics

**Session 3: Model Surveys: Review of Modules (Employment and Innovation)**
3.1 Employment Qualifications in the Services Sector: a Note on the Possible User of a Two-Stage Sample
3.2 Labour Input to the Services Statistics
3.3 U.S. Labor Market Data and Issues in Comparing Goods and Services
3.4 Human Capital in Professional Services
3.5 Service Occupations in Austria
3.6 Innovation in Service Industries: the Measurement Issues
3.7 R&D in a Service Economy: Canadian Statistics
3.8 Innovation Statistics
3.9 Innovation in Selected Australian Industries
3.10 Services R&D in the OECD Database

**Session 4: Business behaviour**
4.1 The Analysis of Business Behaviour in Australia
4.2 Economic and Social Performance of New Enterprises and Entrepreneurs in the Service Sector
4.3 Business characteristics and Performance in the Global Market
4.4 Small Business Growth in New Zealand 1990 - 94
4.5 The Underground Economy in the Service sector

**Session 5: Central Product Classification CPC**
5.1 Report of the CPC-Subgroup
5.2 The Scope and Coverage of the CPC
5.3 Trade Services in a Revised CPC: Some Further Considerations
5.4 CPC for Insurance Services
5.5 Preliminary Proposal for Revising CPC on Telecommunication Services
5.6 Data Collection and Classification concerning Information, Telecommunication and Leasing Services in Japan
5.7 Recommendations for Changes to the Transportable Goods Part of the Provisional CPC

**Session 6  Pries and Quantity Measures in Services**
6.1 Price and Volume Measures of Services: Impressions of the Adequacy of Current Approaches
6.2 Australia's Early Experiences in Developing Producer Price Indexes for Service Industries
6.3 National Accounts in the Netherlands: Deflation of Value Added in Service Industries
6.4 Prices in the Health Industry
6.5 Draft for A Swiss Insurance Index
6.6 A Methodological Overview of U.S. Producer Price Indexes for Services

**Session 7: Netherlands day**
7.1 Replacing Business Surveys by Tax registers
7.2 Forecasting performance: the Case of the Dutch Business Services
7.3 Data for the Service Sector. Priorities for the Dutch national Accounts
7.4 Towards Statistics o Insurance Brokers
7.5 Inbound: from Border to Accommodation Survey
7.6 Measuring Crime: Trends and Coherence in Crime Statistics
7.7 Statistical Problems in Case Studies on Commercial Services in the Netherlands

**Session 8  10th Anniversary**
8.1 The Voorburg Group's Tenth Anniversary: A Review of Achievements
8.2 The Voorburg Group's Achievements and Eurostat Work on Service Statistics
8.3 Technological Change in Services and Implications for Statistics
8.4 Likely Changes in Services and Implications for Statistics
8.5 Expected Changes in Services Statistics: a Look into the "Crystal Ball"

**Session 9: Globalisation**
9.1 Examining Business Services in a Global Economy
9.2 Internationalisation of Services: UNUSUAL SERVICES
9.3 Trade in Services in Globalisation context: issues of Definition and Measurement
9.4 The Status Quo of Establishment Trade in the Netherlands
9.5 An Ownership-based Disaggregation of the U.S. Current Account, 1982 - 93
9.6 Registration of International Trade in Services

**Closing Session**