

7th Quality Conference

“Towards Responsible Public Administration”

3-4 October 2013

Lithuanian Exhibition and Congress Centre LITEXPO
Laisvės avenue 5, Vilnius, Lithuania

CONFERENCE PROGRAMME

Thursday 3 rd October			
08:30 – 09:00	Registration of participants		
09:00 – 09:30	Opening <ul style="list-style-type: none"> Representative from the Ministry of the Interior of the Republic of Lithuania Representative of the Seimas / Government of the Republic of Lithuania Presentation of the conference programme <ul style="list-style-type: none"> Nick Thijs, Lecturer, European Institute of Public Administration (EIPA) 		
09:30 – 10:00	General presentation on the conference theme: Towards responsible public administration <ul style="list-style-type: none"> Dr. Geert Bouckaert, President of the International Institute of Administrative Sciences 		
10:00 – 10:30	Theme I: User-oriented approaches in public services <ul style="list-style-type: none"> Dr. Elke Loeffler, Chief Executive of Governance International, United Kingdom 		
10:30 – 11:00	Transforming public services in the London Borough of Lambeth <ul style="list-style-type: none"> Derrick Anderson, Chief Executive, London Borough of Lambeth, United Kingdom 		
11:00 – 11:30	Coffee Break		
11:30 – 13:00	1st Parallel session: User-oriented approaches in public services		
	Session 1.1: Making public services responsive	Session 1.2: Co-designing better public services with citizens	Session 1.3: Delivering services in partnership with citizens and agencies
	Ministry of Justice and European Affairs, Saxony (Germany): Delivering services through citizen terminals and mobile municipal offices in rural areas	General Secretariat for Government Modernisation (France): Using an ethnographic approach to understand customer behaviour in tax administration	OECD : Service co-production as a source of innovation: evidence and challenges
General Secretariat of Management of European Funds (Greece): Using training vouchers for greater	Quality Institute of Dutch Municipalities (the Netherlands): How the Net Promotor Score (NPS) drives	Mazovian Voivodship Office in Warsaw (Poland): How the ‘Forum for Non-Polish Nationals’ makes life for	

	choice and flexibility	customer-orientation in public services	Non-Polish Nationals easier
	Prahova County Council (Romania) : Making planning applications user-friendly through an integrated planning system	Federal Public Service for Social Integration (Belgium) : Better social services with 'Experts by Experience' in poverty and social exclusion	Monza Court (Italy) : How voluntary jurisdictions strengthen the rights of vulnerable citizens
	National Paying Agency (Lithuania) : Identifying clients' needs and improving the quality of services		F. Bottazzi Vocational School (Italy) : How peer educators reduce drop-outs in vocational training
13:00 – 14:30	Lunch		
14:30 – 15:00	Theme II: Efficient and smart use of public sector resources		
	<ul style="list-style-type: none"> ▪ Dr. Gerhard Hammerschmid, Professor of Public and Financial management at the Hertie School of Governance, Berlin ▪ Dr. Vitalis Nakrošis, Professor of Public Administration, Institute of International Relations and Political Science, Vilnius University, Lithuania 		
15:00 – 15:30	Government responses to the fiscal crisis in Europe		
	<ul style="list-style-type: none"> • Dr. Tiina Randma-Liiv, Professor of Public Management and Public Policy at the Tallinn University of Technology, Estonia 		
15:30 – 16:00	Coffee Break		
16:00 – 17:30	2nd Parallel session: Efficient and smart use of public sector resources		
	Session 2.1: Performance management and other management approaches	Session 2.2: Use of IT to increase public sector productivity	Session 2.3: Service delivery optimisation
	Swedish Agency for Public Management (Sweden) : Performance management and management by results – lessons from reform	Statistical Office (Slovenia) : Register-based Census 2011	Ministry of Environmental Protection and Regional Development (Latvia) : the concept for improvement of public service system
	Social Insurance Institution (Poland) : Management by objectives in the social security administration	Ministry of Public Administration (Croatia) : Public Sector Staff Register and Central Payroll System	Silkeborg Municipality (Denmark) : House of Psychiatry
	Secretariat-General for Government Modernisation, Prime Minister's Office (France) : Innovating and Streamlining with Government Employees	Federal Government and the Bavarian State Government (Germany) : P23R and x-trans.eu	European Commission : Business Process Re-engineering
		Ministry of Justice (Turkey) : National Judiciary Informatics System	City of Vantaa (Finland) : Improving Social and Health Care Services Through CAF
17:30	Social Event: Dinner hosted by the Lithuanian Presidency		
	Venue: Belmontas Entertainment and Recreation Centre		

Friday 4 th October			
8:30 – 9:00	Coffee Break		
9:00 – 9:40	Theme III: Towards transparent and open public administration <ul style="list-style-type: none"> • Dr. Albert J. Meijer, Associate Professor, School of Governance, Utrecht University ▪ Nick Thijs, Lecturer, European Institute of Public Administration 		
9:40 – 10:10	Strengthening accountability in public administration <ul style="list-style-type: none"> ▪ Angelika Flatz, Head of the Directorate General, Public Service and Administrative Reform, Federal Chancellery, Austria 		
10:10 – 11:55	3rd Parallel session: Towards transparent and open public administration		
	Session 3.1: Transparent public administration	Session 3.2: Accessible public administration	Session 3.3: Socially responsible and responsive public administration
	Ministry of the Interior and Kingdom Relations (The Netherlands): Integrity Monitor 2012	Difi- Agency for Public Management and eGovernment (Norway): OEP-Electronic Public Records	The French Community of Belgium (Belgium): How the analysis of corporate social responsibility can bring socially responsible investment (Belgium)
	Ministry of Public Administration (Croatia): Promoting Ethical Principles and Standards of Conduct for Civil Servants	Ministry of Public Administration and Justice (Hungary): The administrative simplification project	Ministry of the Interior (Poland): How cooperation with non-state actors can enhance the humanitarian aspect of preventing irregular migration
	Ministry of Health (Slovenia): the establishment of a healthcare organisation accreditation model in Slovenia	European Commission: Interoperability Solutions for Public Administrations (ISA) Programme	Tax Collection Autonomous Agency of the Salamanca Province Council (Spain): An intelligent public administration
		Lithuanian Road Administration (Lithuania): State road traffic information system	European platform for rehabilitation (The Netherlands): Quality in Social Services – need for a paradigm shift?
11:55 – 12:15	Coffee Break		
12:15 – 13:00	CAF as European Instrument for enhancing administrative capacity in the EU <ul style="list-style-type: none"> • Patrick Staes, Seconded National Expert, European Institute of Public Administration 		
13:00 – 13:45	Findings of the conference and closing words <ul style="list-style-type: none"> • Nick Thijs, Lecturer, European Institute of Public Administration • Moderators of the conference themes Putting quality management in the context of wider public governance reform <ul style="list-style-type: none"> • Caroline Varley, Head of Programme, Public Governance Reviews, Governance Reviews and Partnerships Division, Public Governance and Territorial Development Directorate, OECD 		
13:45	Lunch		

