

# 7th Quality Conference

---


## Summary & Evaluation

**EUPAN IPSPG + HRWG Meeting**

**28-29 October 2013**

**Vilnius**

# Content:

- Plenary sessions & Key-note speakers
  - Parallel Sessions & Facilitators
  - 7QC in numbers
  - Evaluation by participants
  - Main conclusions
- 

# Plenary sessions & Key-note speakers

## Plenary session 1:

*“Towards Responsible Public Administration“*

*Dr. Geert Bouckaert (President of International Institute of Administrative Sciences )*

---

## Plenary session 2:

*“User-oriented approach in services”*

*Dr. Elke Loeffler (President of IIAS)*

---

## Plenary session 3:

*“Transforming Public Services in the London Borough of Lambeth”*

*Derrick Anderson (Lambeth Council, UK)*

---

## Plenary session 4:

*“Efficient and smart use of public sector resources”*

*Dr. Gerhard Hammerschmid (Hertie School of Governance, Berlin),*

*D. Vitalis Nakrošis (Vilnius University, Lithuania)*

# Plenary sessions & Key-note speakers

## Plenary session 5:

*“Government responses to the fiscal crisis in Europe”*

*Dr. Tiina Randma-Liiv (Tallinn University of Technology, Estonia)*

---

## Plenary session 6:

*“Towards Transparent and Open Public Administration”*

*Dr. Albert J. Meijer (Utrecht University, Netherlands)*

---

## Plenary session 7:

*“Strengthening accountability in public administration”*

*Angelika Flatz (Federal Chancellery, Austria)*

---

## Plenary session 8:

*“CAF as European Instrument for enhancing administrative capacity in the EU”*

*Patrick Staes (Seconded National Expert, EIPA)*

# Parallel Sessions & Facilitators

|   |   |   |
|---|---|---|
| <b>Plenary session 1: User oriented approach in public services</b>   |   |   |
| <b>Parallel session 1</b><br>Making public services responsive<br><br>Johanna Nurmi (FI)                          | <b>Parallel session 2</b><br>Co-designing better public services with citizens<br><br>Marta Kuzavinska (PL) | <b>Parallel session 3</b><br>Delivering services in partnership with citizens and agencies<br><br>Laura Masoli (IT) |
| <b>Plenary session 2: Efficient and smart use of public sector resources</b>                                      |   |   |
| <b>Parallel session 1</b><br>Performance management and other management approaches<br><br>Vanessa Uytborck (COM) | <b>Parallel session 2</b><br>Use of IT to increase public sector productivity<br><br>Panagiotis Passas (GR) | <b>Parallel session 3</b><br>Service delivery optimisation<br><br>Frank Faber (NL)                                  |
| <b>Plenary session 3: Towards transparent and open public administration</b>                                      |   |   |
| <b>Parallel session 1</b><br>Transparent public administration<br><br>Katarzyna Dudzik (PL)                       | <b>Parallel session 2</b><br>Accessible public administration<br><br>Michael Kallinger (AT)                 | <b>Parallel session 3</b><br>Socially responsible and responsive public administration<br>Consuelo Hidalgo (ES)     |

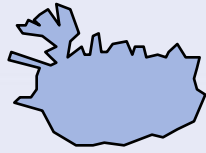
# 7QC in numbers (I)

|                           |            |  |
|---------------------------|------------|--|
| <b>Key-note speakers:</b> | 8          | <i>United Kingdom, EIPA, Germany, Lithuania, Netherlands, Austria, Estonia, Belgium</i>  |
| <b>Case presenters:</b>   | 33         | from 19 countries + OECD+COM   |
| <b>Participants:</b>      | 276        | Countries: 27<br>Organisations: OECD +EIPA+ COM +EQUASS<br><br>[Lithuania -124, Poland - 24, Belgium - 17, Finland – 16, Italy – 15] |
| <b>Plenary sessions:</b>  | 8          |  |
| <b>Parallel sessions:</b> | 9          |  |
| <b>Cost:</b>              | 78 500 EUR |  |

# Participants /country:

| COUNTRY        | PARTICIPANS | COUNTRY        | PARTICIPANS |
|----------------|-------------|----------------|-------------|
| Austria        | 5           | Italy          | 15          |
| Belgium        | 17          | Latvia         | 11          |
| Bulgaria       | 1           | Lithuania      | 124         |
| Croatia        | 5           | Luxembourg     | 1           |
| Czech Republic | 1           | Netherlands    | 9           |
| Denmark        | 4           | Norway         | 8           |
| Estonia        | 9           | Poland         | 24          |
| Finland        | 16          | Romania        | 2           |
| France         | 5           | Slovenia       | 2           |
| Germany        | 9           | Spain          | 4           |
| Greece         | 4           | Sweden         | 6           |
| Hungary        | 2           | Turkey         | 3           |
| Iceland        | 2           | United Kingdom | 3           |
| Ireland        | 2           |                |             |

# ONLINE Streaming:



Visits: 712

Unique users: 521

Hits: 978

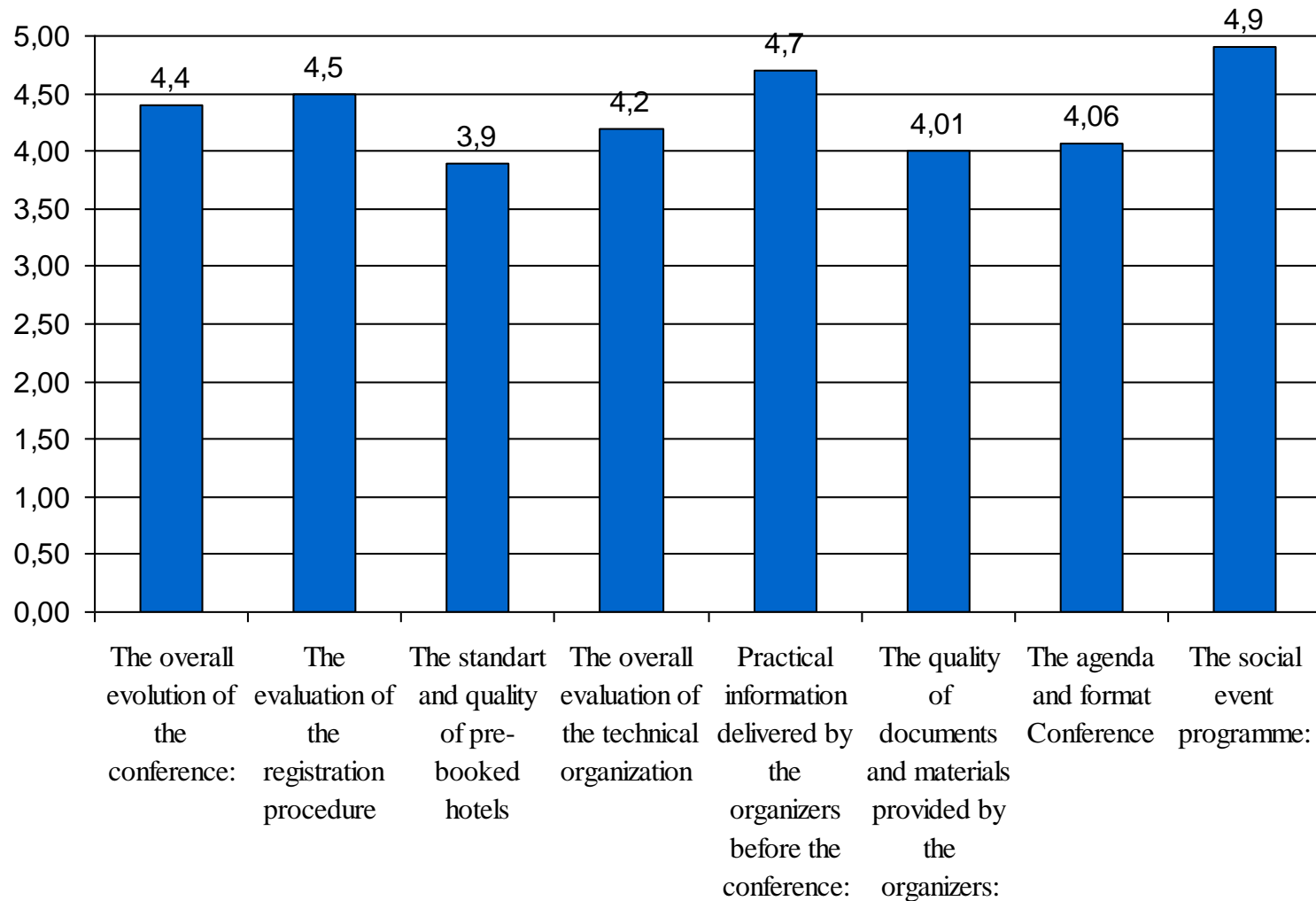
Countries: 25



Quality  
nce

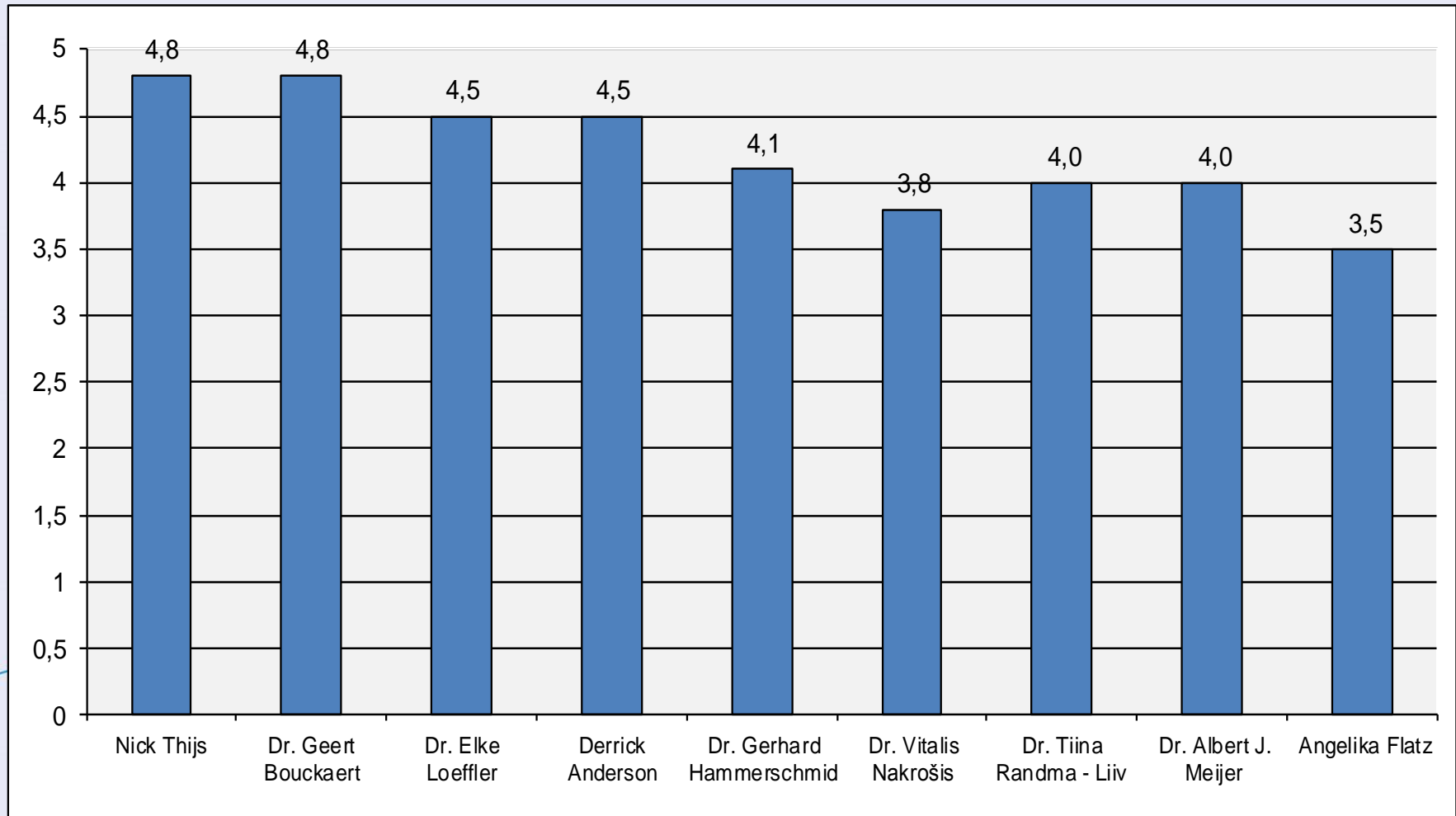


# 7QC evaluation

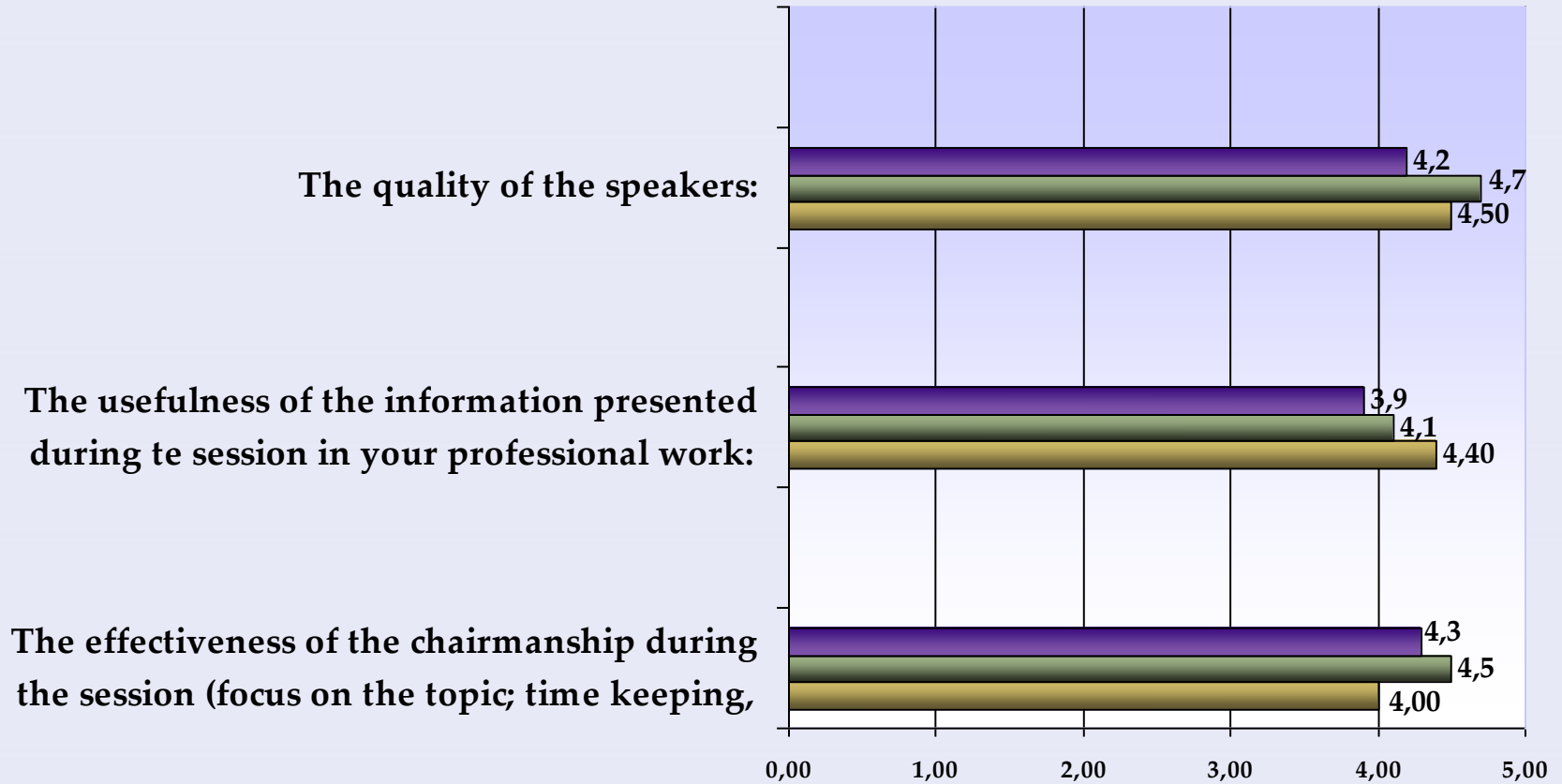


# 7 QC evaluation (II)

The quality of the key-note speakers

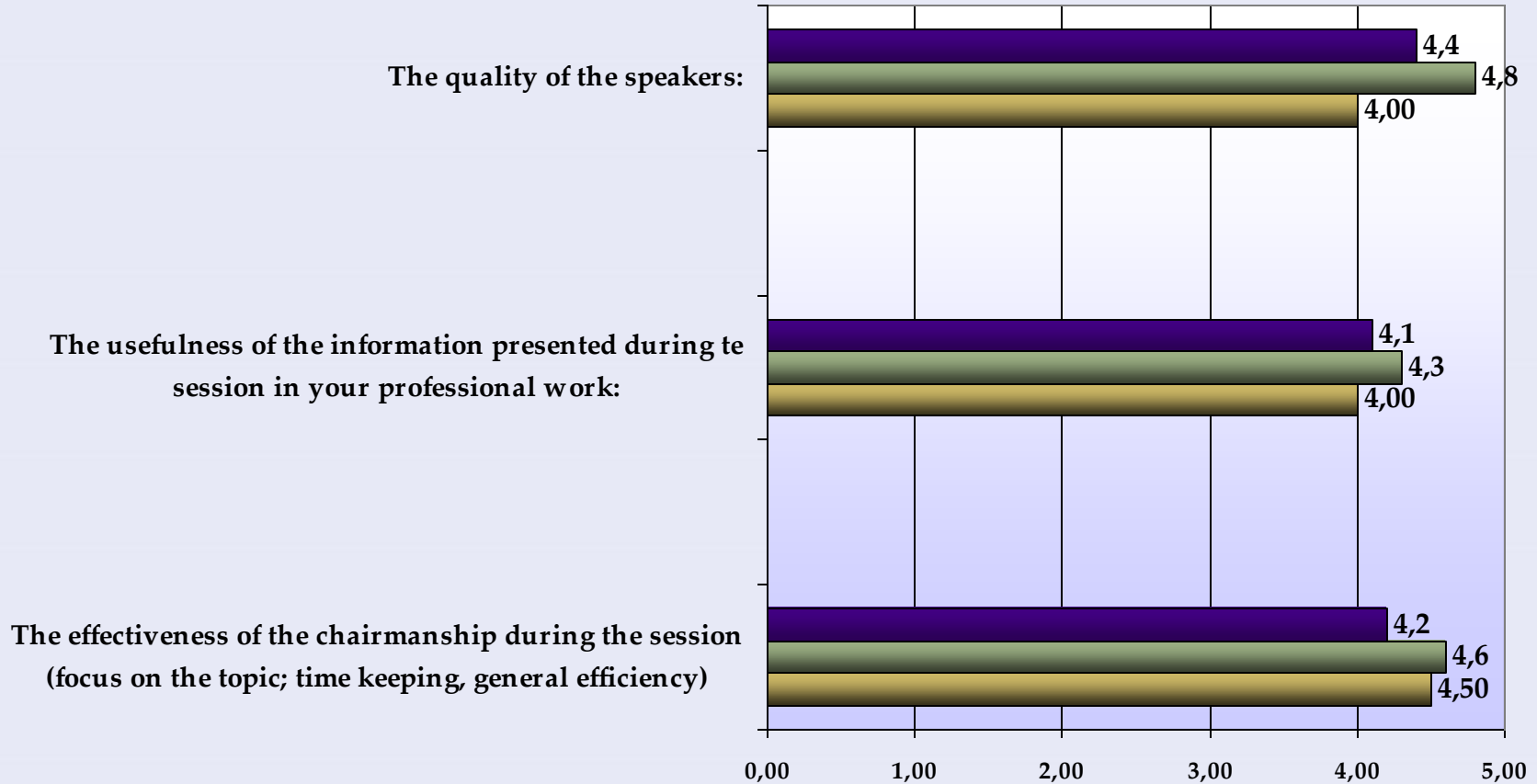


# Parallel session 1



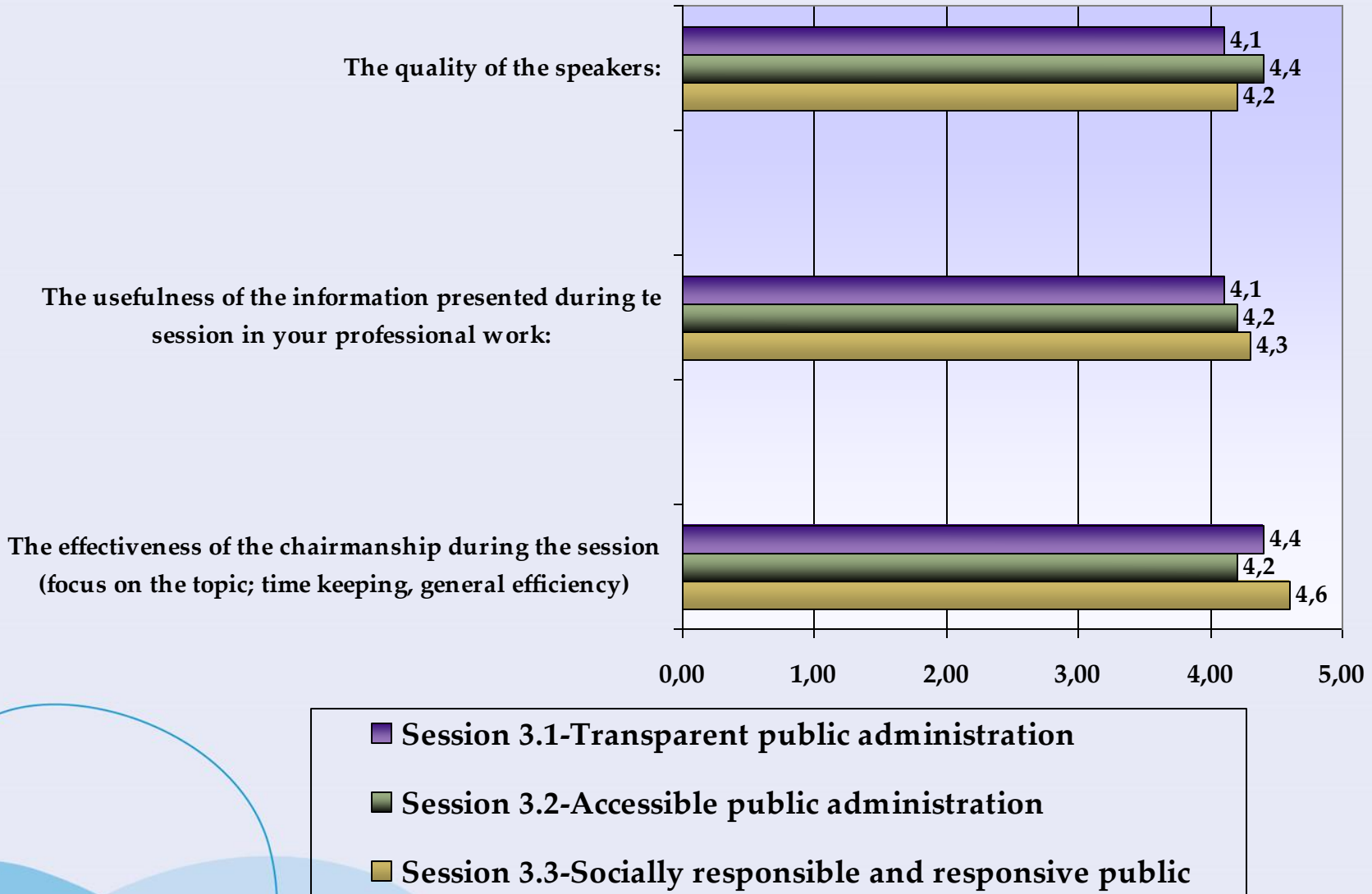
- Session 1.1- Making public services responsive
- Session 1.2- Co-designing better public services with citizens
- Session 1.3- Delivering services in partnership with citizens and agencies

# Parallel session 2



- 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

# Parallel session 3



# 7QC – conclusions

## PEOPLE

- Participants
- Speakers
- Organisers


## CONTENT

- Agenda
- Presentations
- Best practise

## ATMOSPHERE

- Venue
- Accommodation
- Catering service
- Entertainment

# 7QC: lessons learned & suggestions

- Networking
  - Dissemination of information
  - Interactivity
  - Contacts
  - Enthusiasm and charisma
- 

# Thank you for your attention!

## Contact details:

Gitana Jurjonienė

[gitana.jurjoniene@vrm.lt](mailto:gitana.jurjoniene@vrm.lt)

+370 271 8447