

MORE ABOUT THE EUROPEAN PUBLIC ADMINISTRATION NETWORK (EUPAN)

The European Public Administration Network (EUPAN) is an informal network of the Directors-General responsible for public administration in the Member States of the European Union, accession and candidate countries and the European Commission (www.eupan.eu).

It is the vision of EUPAN: "To support the implementation of the Lisbon Strategy, placing the citizen at the centre of public management, by working in different areas (human resources, innovation, quality, e-Government) and with different actors in order to support efficiency and customer orientation in European public services."

EUPAN is therefore a platform for the exchange of views, experiences and good practices to improve the performance, competitiveness and quality of European central public administrations. The network is organised on three levels:

- Ministers and the Commissioner responsible for public administration
- Directors-General responsible for public administration from the Member States
- Working groups of civil servants from the different Member States

EUPAN consists of different working groups residing under the assembly of the Directors-General of Public Administration:

- HRM working group
- e-Government working group
- The working group on better regulations and administrative simplification
- Innovative Public Services Group (IPSG)

IPSG has for quite some time recognised the importance of customer issues in developing improved public administration and is taking forward a number of activities and projects to enhance capability in this area. In recent years the topic of Customer Satisfaction gain interest and importance and a separate Expert Group on Customer Satisfaction Management was installed.