

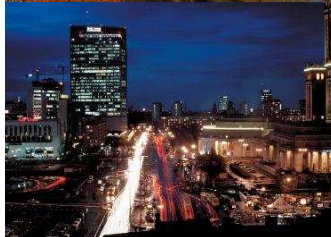
6th Quality Conference

“DOING THE RIGHT THINGS RIGHT”

TOWARDS A MORE RESULT-ORIENTED PUBLIC SECTOR IN EUROPE

Conference by the European Public Administration Network

29-30 September 2011, Warsaw, Poland



In past decades European public administrations have been confronted with a number of challenges and opportunities allowing them to grow towards being more result-oriented organisations. Governments have had to become more responsive to society's needs and demands. Public sector organisations are being reformed in order to provide better, faster and more services; the citizen/user has a prominent place in these reforms.

This debate is often dominated by the principle of doing more with the same, or doing the same with less. This perspective of efficiency thinking is crucial for today's public sector organisations all over Europe. The only risk with this dynamic way of “doing things right” is the lack of the final impact or the link with the mission and core task of the public sector. In doing things right, are we still doing the right things?

It has become obvious that only *outcome thinking* may enable administrations to follow and enhance developments of dynamic changes, to assist demographically changing societies, to ensure countries' sustainability in times of crisis and actively respond to the growing expectations of all kinds of customers.

Topics

During the two-day conference we will try to provide an insight into the different aspects of effectiveness and efficiency of public administration. We will be looking for tips and good ideas on aspects of management and leadership, cooperation, social openness and necessary cultural change in organisations. By conversing with speakers and participants we will try to answer the questions of how all of the abovementioned themes support the delivery of high quality services to citizens and how they may influence the image of public administration as a whole. The four main topics are:

1. *From micro-management to meta-management.* Outcome resulted management takes place across and beyond organisational borders. Thinking in chain and network constructions is crucial.
2. *Citizen/Customer Effectiveness.* Can the involvement of citizens/customers support organisations to work in a more result-oriented way?
3. *Towards result-oriented leadership in public sector organisations.* If public managers are accountable for the policy and the results of the organisation, are they also given the autonomy to manage? This topic is about letting managers manage and making them manage.
4. *Installing a culture of result-oriented thinking in public sector organisations.*

Target group

Top managers, policy advisors and other key actors who have an influence on the strategy building and management of public sector institutions. Up to 320 participants – representatives from European public administrations – are expected.

Date and location

The conference will be held on 29-30 September 2011 in Warsaw, Poland. On 28th September the participants are cordially invited to the welcome cocktail hosted by the Mayor of the City of Warsaw, Ms Hanna Gronkiewicz-Waltz.



DAY 0: Wednesday 28 September 2011, Palace of Culture and Science

19:30	Welcome cocktail by the Mayor of the City of Warsaw, Ms Hanna Gronkiewicz-Waltz
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DAY 1: Thursday 29 September 2011, Jan III Sobieski Hotel

8.30 - 9.00	Welcome and registration of participants
9.00 - 9.15	"Welcome and opening"
9.15 - 10.00	Plenary session 1: "Public sector outcome thinking" Prof. Dr Harry Hatry, Urban Institute (USA)
10.00 – 10.45	Plenary session 2: "Managing networks" Prof. Dr Szczepan Figiel, University of Warmia and Mazury (Poland)
10.45 - 11.15	Coffee break
11.15 – 12.15	Parallel session 1
	Session 1.1 – Co-production: citizen/customer involvement in realising better outcomes - District Administration Zell am See (Austria): <i>involvement of the customers and citizens in the work of administration</i> - Trade Inspection in Łódź (Poland): <i>interaction with citizens/customers – the new face of Trade Inspection</i>
	Session 1.2 – Citizen/customer consultation in the context of policy design - The Observatory for the Quality of Services (Spain): <i>building public agenda through public opinion surveys – setting priorities to improve public policies and services in Spanish central and regional governments</i> - Main Department of the Civil Service (Ukraine): <i>towards a result-oriented public sector together with citizens/customers</i>
	Session 1.3 – Building results management information systems - Labour Inspectorate (Estonia): <i>creation of a result-oriented management model and simple indicator management system</i> - Mazowiecki Voivodeship Office (Poland): <i>towards result orientation by managing by objectives and annual action planning</i>
	Session 1.4 – Working towards results cross-authority - Ministry of Education in Land Hesse (Germany): <i>introduction of portfolio management in the Hessian Ministry of Education</i> - Communication Regulatory Authority (Lithuania): <i>developing a multi-actor project against the threats of the internet</i>



12.15 - 13.45	Lunch break
13.45 - 15.00	Parallel session 2
	<p>Session 2.1 – Internal coordination towards better results</p> <ul style="list-style-type: none"> - Office of the State Government of Upper Austria (Austria): <i>outcome-oriented administration – standardised planning and controlling instruments</i> - Agricultural and Food Quality Inspection (Poland): <i>increase the effectiveness by developing a common quality system in decentralised bodies</i> - Agency for Agriculture and Fisheries (Belgium): <i>a farmer-centric e-Government approach</i>
	<p>Session 2.2 –Co-production: citizen/customer involvement in realising better outcomes</p> <ul style="list-style-type: none"> - Council of the Autonomous Administration of the Community of Castilla y León (Spain): <i>everyone’s administration – the strategic plan for modernising Castilla y Leon’s public administration 2008-2011</i> - National Agency of Civil Servants (Romania): <i>increasing the degree of satisfaction among citizens</i> - Multicultural Cohesion Office (Switzerland): <i>civic rights and integration to understand citizenship and exercise it fully</i>
	<p>Session 2.3 –Steering towards results</p> <ul style="list-style-type: none"> - Agency for Public Management and e-Government (Norway): <i>success and failures with result-oriented management in the public sector in Norway – lessons learned from 20 years of performance management and the aftermath of New Public Management</i> - Swedish Agency for Public Management (Sweden): <i>special evaluation agencies – managing and being managed</i> - Management Efficiency Unit (Malta): <i>towards Better Governance in the Maltese public administration</i>
	<p>Session 2.4 –Culture of results: management information systems</p> <ul style="list-style-type: none"> - Electricity Authority of Cyprus (Cyprus): <i>integrated business planning through systematic deployment of key process indicators in an electric utility</i> - National Health Insurance Fund (Lithuania): <i>monitoring performance at the National Health Insurance Fund</i> - Regional Directorate for Organisation and Public Administration (Portugal): <i>defining and implementing a management model</i>



15.00 – 16.15	Parallel sessions 3
	<p>Session 3.1 –Applying a horizontal network approach to achieving better results</p> <ul style="list-style-type: none"> - Danish Immigration Service (Denmark): <i>a cross-authority LEAN management approach to reorganising the asylum procedure</i> - Ministry of Brussels-Capital Region/Urban planning and housing administration (Belgium): <i>Nova – creating a regional information platform on urbanism and environment built upon strong partnerships</i> - Tax Chamber in Bydgoszcz (Poland): <i>establishing the E-commerce Monitoring Unit in the Tax Chamber of Bydgoszcz</i>
	<p>Session 3.2 –Achieving better results by focusing on and involving target groups of citizens/customers</p> <ul style="list-style-type: none"> - Mayor’s Office Debrecen (Hungary): <i>the development of a civil strategy in the Mayor’s Office Debrecen</i> - 6° Istituto Comprensivo Statale “Bruno Ciari”, Padua (Italy): <i>a school for everybody – achieving excellent results by placing the citizen/customer at the centre!</i> - Care and Work Centre “Tončka Hočevar” (Slovenia): <i>translating stakeholder needs into service delivery</i>
	<p>Session 3.3 – Impact of leaders on installing a result-oriented culture</p> <ul style="list-style-type: none"> - City of Mannheim (Germany): <i>“CHANGE² – the necessary support from (political and administrative) leadership in achieving a result-oriented organisation.</i> - Ministry for Civil Service and Administrative Reform/Public Research Centre Henri Tudor (Luxembourg): <i>a collective and result-oriented approach for the definition of an improvement plan</i> - Mayor’s Office, Szolnok (Hungary): <i>the benefits for leaders in working with a performance management information system.</i>
	<p>Session 3.4 –Promoting result thinking by installing an integrated management system</p> <ul style="list-style-type: none"> - Tampere College (Finland): <i>effective management – the case of Tampere College</i> - National Employment Service (Hungary): <i>the process and introduction of the partner oriented quality model</i> - Department of Welfare, Public Health and Family (Belgium): <i>keeping count - a well-deliberated approach to efficiency and effectiveness in the public entities of the welfare, public health and family policy areas</i>
16.15 - 16.45	Coffee break
16.45 - 17.30	<p>Closing plenary session 3: “Building a result-oriented government: engaging internal and external stakeholders”</p> <p>Mario MARCEL, Deputy Director, Public Governance and Territorial Development Directorate, OECD</p>
17.30 -17.45	Closing of the first day
18.30 – 21.30	Social event



DAY 2: Friday 30 September 2011, Jan III Sobieski Hotel

9.00 - 10.15	Parallel session 4
	<p>Session 4.1 – Working towards results cross-authority</p> <ul style="list-style-type: none"> - Swedish Agency for Public Management (Sweden): <i>from several to one – the benefits of mono-agencies</i> - General Secretariat of Public Administration and E-Government (Greece): <i>“Cl@rity” Programme – publication of every government decision on the internet; the “Task Force” project management approach</i>
	<p>Session 4.2 – Citizen/customer involvement in policy implementation</p> <ul style="list-style-type: none"> - Agency for the Public Services Reform (Portugal): <i>the Simplex programme – reducing administrative burdens by involving citizens/customers</i> - General Directorate for State Modernisation (France): <i>from measuring satisfaction to action – looking at the results of the 2010 study on life events</i> - Ministry of Interior and Kingdom Relations (NL): <i>an informal pro-active approach model in complaints handling</i>
	<p>Session 4.3 – Creating the conditions for result-oriented leadership</p> <ul style="list-style-type: none"> - Wallonia-Brussels Federation of Belgium (Belgium): <i>the mandates system – towards result-oriented and result thinking leaders</i> - The First Tax Office in Opole (Poland): <i>the result-orientated leadership system designed in the First Tax Office in Opole to achieve strategic objectives and policies.</i>
	<p>Session 4.4 – Effective change management towards a result oriented organisational culture</p> <ul style="list-style-type: none"> - Supreme Audit Office (Slovakia): <i>modernisation of the public sector – towards doing the right things more effectively</i> - Flemish Waterworks Company (Belgium): <i>realisation of a (almost) paperless office</i> - Chamber of Commerce of Campobasso (Italy): <i>Project “Total Click” – accepting the challenge of a digital public administration.</i>
10.15 - 10.45	Coffee break
10.45 - 11.30	<p>Plenary session 4: “Let Managers Manage or Managing in a Golden Cage” Prof. Dr Geert BOUCKAERT, Director Public Management Institute, Catholic University of Leuven</p>
11.30 – 12.15	<p>Plenary session 5: “The Common Assessment as an instrument for introducing a result-oriented culture in public sector” Patrick Staes, European CAF Resource Centre, EIPA – Maastricht</p>
12.15 – 13.00	Panel discussion
13.00	Closing words
13.15	Lunch

