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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 / Coffee Break		
09:00 – 09:30	Opening <ul style="list-style-type: none"> Representative from the Ministry of the Interior of the Republic of Lithuania Kęstas Komskis, Deputy Speaker of the Seimas of the Republic of Lithuania Alminas Mačiulis, Chancellor of the 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 approach 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, the Lambeth Council, 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	Quality Institute of Dutch Municipalities (the Netherlands): How the Net	Mazovian Voivodship Office in Warsaw (Poland): How the 'Forum for Non-Polish	

	vouchers for greater choice and flexibility	Promotor Score (NPS) drives customer-orientation in public services	Nationals' makes life for 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
	City of Vantaa (Finland) : Improving Social and Health Care Services Through CAF	Ministry of Justice (Turkey) : National Judiciary Informatics System	
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): Enhancing the humanitarian aspect of preventing irregular migration by cooperation with non-state actors
	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, Governance Reviews and Partnerships Division, Public Governance and Territorial Development Directorate, OECD 		
13:45	Lunch		