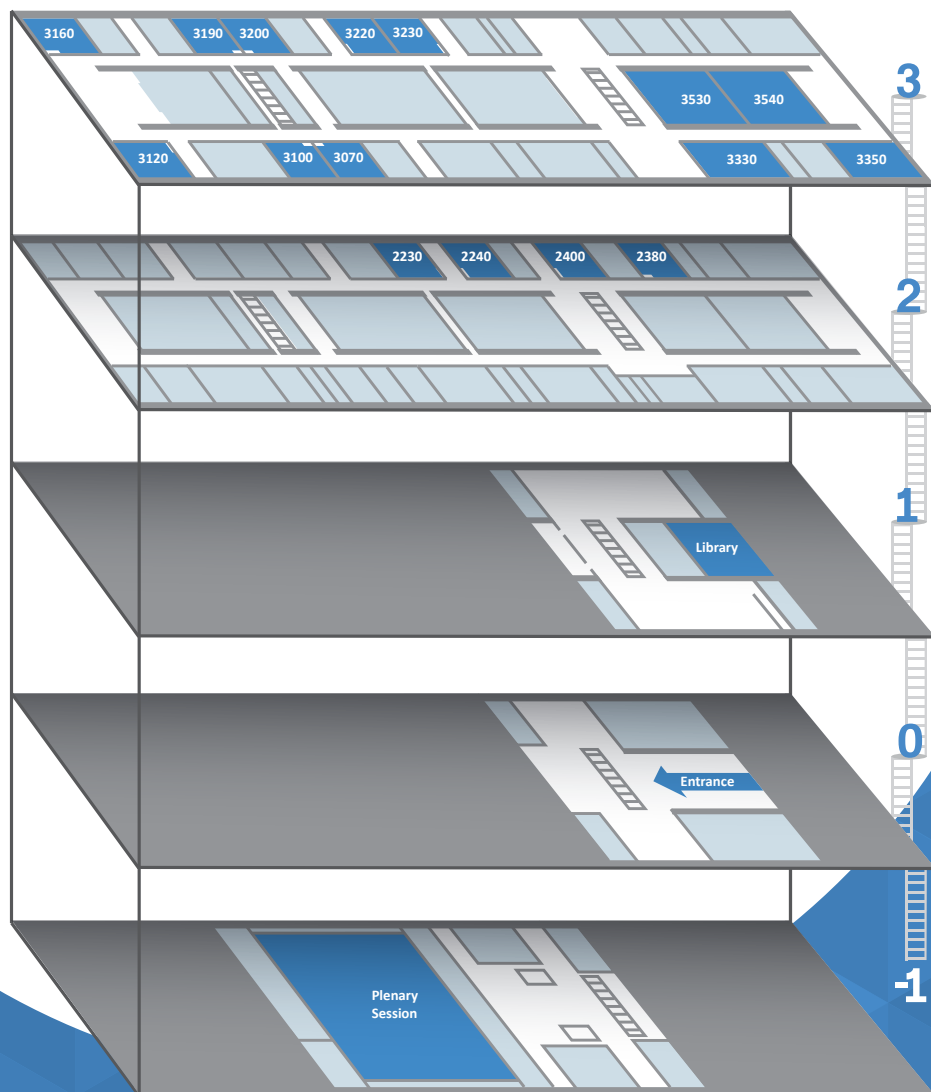


## FLOORS



# 8<sup>th</sup> European Quality Conference

# day/1

## 1<sup>st</sup> October

Maison du Savoir



8<sup>th</sup> European Quality Conference

## 08.30 REGISTRATION OF THE PARTICIPANTS level 0

## 09.00 PLENARY SESSION: OPENING OF THE 8QC level -1

Opening of the 8QC by Mr Dan KERSCH (Minister for the Civil Service and Administrative Reform of Luxembourg)

## 09.15 PLENARY SESSION 1 / KEYNOTE SPEAKER 1:

Mr Stéphane JACOBZONE (OECD): *"Improving policy making: what are the options for government? An OECD perspective"*

## 10.00 PARALLEL SESSIONS 1 level +3

### Session **Better results via evidence based performance management** room 3530

1

- 1.1. Austria (AT):** Implementing Performance Management in the Austrian Federal Administration
- 1.2. Lithuania (LT):** Vision-based strategy of State Railway Inspectorate under the Ministry of Transport and Communications
- 1.3. Greece (EL):** Heritage Management E-System (HER.M.E.S.): Saving Historic Buildings in Hermoupolis with Conservation Plan and Public Awareness

### Session **Strategic thinking in a future-oriented public administration** room 3540

2

- 2.1. Poland (PL):** Quality of public services monitoring as an element of local government integrated management system
- 2.2. Portugal (PT):** Lisbon-Europe 2020
- 2.3. Luxembourg (LU):** A strategic vision of Air navigation administration in multi-level networks

### Session **Public administration in the cycle of policy design, implementation and evaluation** room 3350

3

- 3.1. France (FR):** How to turn ethnographic insight into more efficient policy-making
- 3.2. Netherlands (NL):** Room for the River
- 3.3. Finland (FI):** Innovative service provisions in Finnish Immigration Service through stakeholders and citizens involvement

### Session **Enhancing social responsibility in public administration** room 3330

4

- 4.1.** A self-assessment tool on Social Responsibility
- 4.2. Romania (RO):** SocialXChange – more than a charity shop
- 4.3. Poland (PL):** Spin your region up! Students and public administration together

## 11.00 COFFEE BREAK AND NETWORKING level -1



## 11.30 IN DEPTH WORKING SESSIONS ON THE CASES level +2

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| <b>1.1 AT</b> case (3230) | <b>1.2 LT</b> case (3220) | <b>1.3 EL</b> case (3200) |
| <b>2.1 PL</b> case (3190) | <b>2.2 PT</b> case (3160) | <b>2.3 LU</b> case (3120) |
| <b>3.1 FR</b> case (3100) | <b>3.2 NL</b> case (3070) | <b>3.3 FI</b> case (2380) |
| <b>4.1 SA</b> tool (2400) | <b>4.2 RO</b> case (2240) | <b>4.3 PL</b> case (2230) |

## 12.30 LUNCH level +1

## 14.00 PLENARY SESSION 2 / KEYNOTE SPEAKER 2: level -1

Mr Sune KNUDSEN (Danish Design Center): *"Government by Design"*

## 14.30 PARALLEL SESSIONS 2 level +3

### Session **Speak up! - Opportunities of Apps and Social Media** room 3530

5

- 5.1. Norway (NO):** Using a hormone check app in the work of removing endocrine disrupting chemicals
- 5.2. Romania (RO):** Public Administration – Closer to the Citizens through Social Media
- 5.3. Latvia (LV):** Football – "Pass to Get a Better Result!"

### Session **Towards more integrated services solutions** room 3540

6

- 6.1. Netherlands (NL):** The child protection agency: "Every Child Safe – Forever"
- 6.2. Finland (FI):** Encounter based service at the Education Department of City of Vantaa
- 6.3. Ireland (IE):** Pathways to Work

### Session **Towards a more transparent and accountable public administration** room 3350

7

- 7.1. Slovenia (SI):** e-Auctions in Public Procurement
- 7.2. Greece (EL):** Central Electronic Registry of Public Procurement (CERPP)
- 7.3. Italy (IT):** Data4all

### Session **Design-Thinking in the public sector** level +1

8

**New tools for new solutions**  
**Workshop** – 5 groups working on the same case in practical labs  
"Danish Design Center" in collaboration with "Luxembourg Institute of Science and Technology"

## 15.30 COFFEE BREAK AND NETWORKING level -1



## 16.00 IN DEPTH WORKING SESSIONS ON THE CASES level +2

- |  |                           |                           |
|--|---------------------------|---------------------------|
| <b>5.1 NO</b> case (3230)                                  | <b>5.2 RO</b> case (3220) | <b>5.3 LV</b> case (3200) |
| <b>6.1 NL</b> case (3190)                                  | <b>6.2 FI</b> case (3160) | <b>6.3 IE</b> case (3120) |
| <b>7.5 SI</b> case (3100)                                  | <b>7.2 EL</b> case (3070) | <b>7.3 IT</b> case (2400) |
| <b>8</b> Design-Thinking in the public sector (library +1) |                           |                           |

## 17.00 PLENARY SESSION 3 / KEYNOTE SPEAKER 3 level -1

Mr Florian HAUSER (European Commission): *"Quality of Public Administration - A toolbox for practitioners"*

## 17.30 END OF DAY 1

## 18.45 SOCIAL EVENT AT "TRAMSSCHAPP" (LUXEMBOURG-CITY)