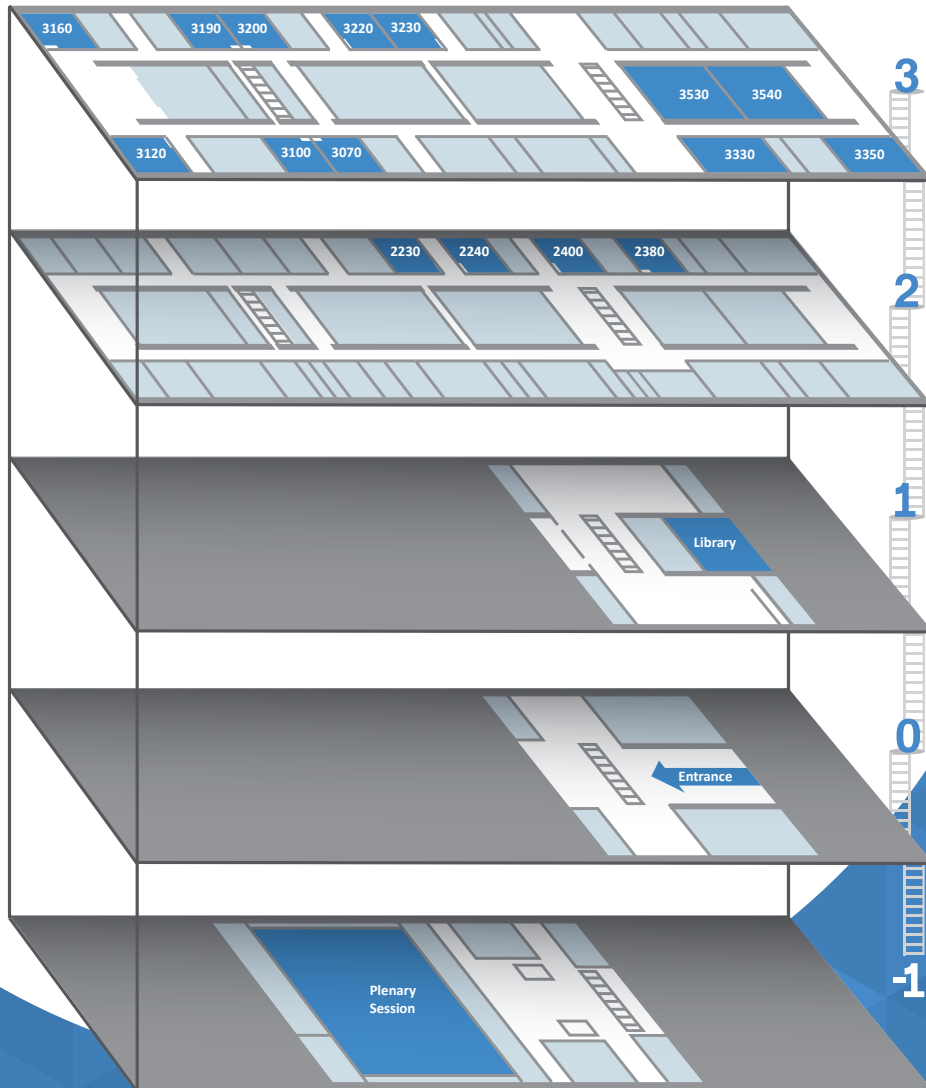


FLOORS



8th European Quality Conference

day/1

1st October

Maison du Savoir



8th 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. **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

- 2.1. **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

- 3.1. **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

- 4.1. 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

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

- 5.1. **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

- 6.1. **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

- 7.1. **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

- 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 +1

- | | | |
|---|--------------------|--------------------|
| 5.1 NO case (3230) | 5.2 RO case (3220) | 5.3 LV case (3200) |
| 6.1 NL case (3190) | 6.2 FI case (3160) | 6.3 IE case (3120) |
| 7.5 SI case (3100) | 7.2 EL case (3070) | 7.3 IT case (2400) |
| 8 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)