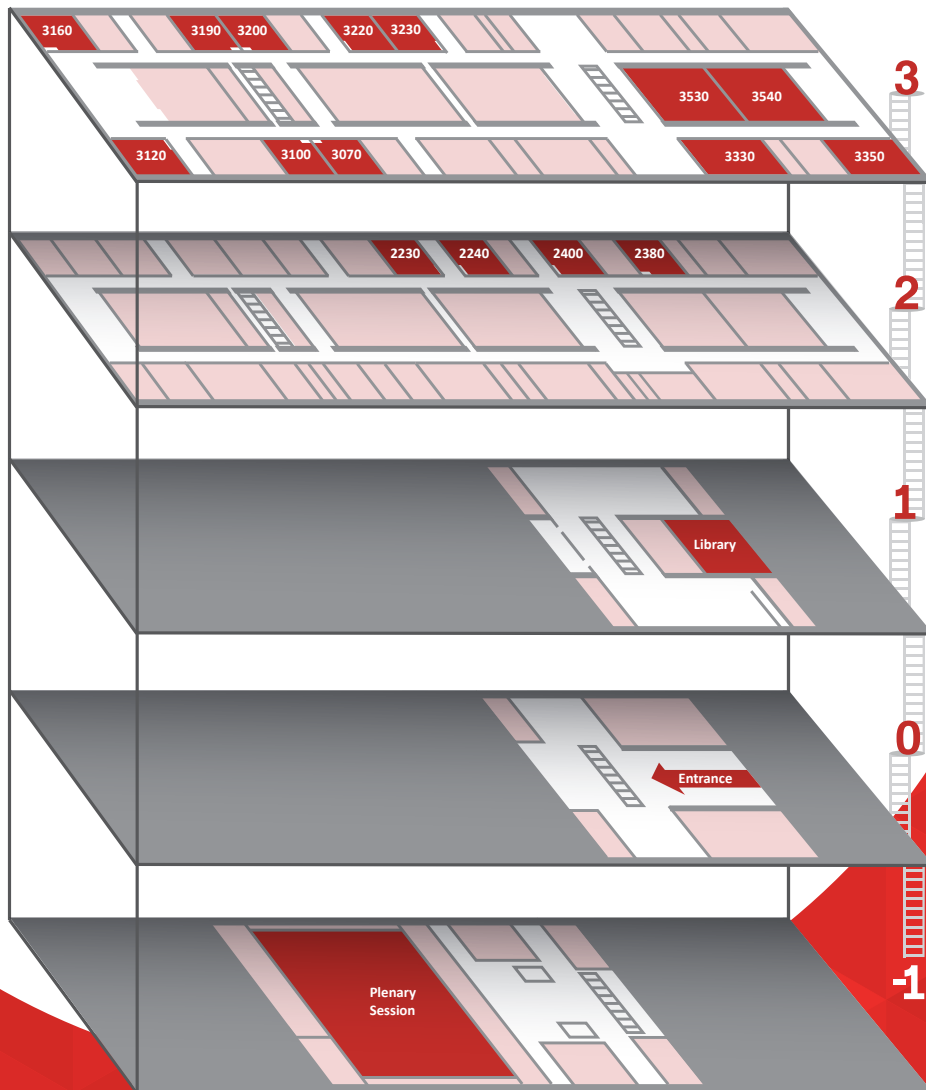


FLOORS



8th European Quality Conference

day/2

2nd October

Maison du Savoir



8th European Quality Conference

09.00 PLENARY SESSION 4 / KEYNOTE SPEAKER 4 level -1

Prof. Yves EMERY (IDHEAP): *"The wisdom of quality management pioneers revisited: lessons for the 21st century"*

09.30 PARALLEL SESSIONS 3 level +3

Session **Leadership and Human Resources in a changing society: adequate transition or lost in translation?** room 3530

9

- 9.1. **Germany (DE)**: Promoting work ability in times of change
- 9.2. **Portugal (PT)**: Human Centric Model for HR management
- 9.3. **Belgium (BE)**: Leadership development in the Federal Public Service Finance

Session **A Copernican revolution: human-centric approaches facilitated by ICT?** room 3540

10

- 10.1. **Denmark (DK)**: Digitalisation of the work processes – introducing IT-mobility at Banedanmark
- 10.2. **Lithuania (LT)**: Intelligence-Led Prevention and Fight against General Crime
- 10.3. **Latvia (LV)**: Feeling Guide – an Electronic Tool for Improving Employee Well-Being

Session **Impact of insourcing and outsourcing in public administration** room 3350

11

- 11.1. **Sweden (SE)**: Swedish experiences of outsourcing – an analysis
- 11.2. **Belgium (BE)**: Catalogue of services: a balanced partnership
- 11.3. **Luxembourg (LU)**: The Intercommunal Syndicate for IT Management

Session **Strengthening ethical behaviour and fighting corruption** room 3330

12

- 12.1. An overview of tools and ways to strengthen ethical behaviour and fighting corruption (*Chapter 2 of the European toolbox*)
- 12.2. **Estonia (EE)**: New Code of Ethics for Officials

10.30 COFFEE BREAK AND NETWORKING level -1



11.00 IN DEPTH WORKING SESSIONS ON THE CASES level +2

- | | | |
|----------------------------|----------------------------|----------------------------|
| 9.1 DE case (3230) | 9.2 PT case (3220) | 9.3 BE case (3200) |
| 10.1 DK case (3190) | 10.2 LT case (3160) | 10.3 LV case (3120) |
| 11.1 SE case (2400) | 11.2 BE case (2240) | 11.3 LU case (2380) |
| 12.2 EE case (3070) | | |

level +3

12.00 PLENARY SESSION: CLOSING OF THE 8QC level -1

Closing of the 8QC by Mrs Paulette LENERT (Director General of the Ministry of Civil Service and Administrative Reform of Luxembourg)

13.00 LUNCH level +1

14.30 END OF THE CONFERENCE