

Improving Quality and Reducing Costs: A Mission Possible

Maastricht (NL), 20-21 September 2010



European Institute of Public Administration
Institut européen d'administration publique



Introduction

Target group

The seminar is intended for public officials from all levels of government, who deal with change, organisational development, eGovernment, training or human resource management.

Description

In current times of financial recession, optimising the use of resources and reducing costs in public service delivery has become a crucial issue in public management; meanwhile, better quality and efficiency is a necessity. Is it possible to reduce costs and raise quality at the same time? Yes, it is! The seminar will focus on organisational development, back-office and front-office coordination, the move towards a culture of shared-services, enhancing cooperation and networking and exchanging information in public administration.

Moreover, the seminar will also focus upon the main aspects linked to the reduction of costs and achieving customer satisfaction through the citizen-centric delivery of public services using ICT. Aspects such as the reduction of paperwork and other administrative burdens, as well as the establishment of points of single contact, will also be covered. Part of the seminar will be dedicated to strengthening the government's professionalism in terms of planning, delivery, management, skills and governance of technology and knowledge-driven change in public administration.

Thus, this two-day seminar is dedicated to achieving a government fit for the 21st century. Suggestions on how to work around the needs of the citizens and businesses, increase quality and

efficiency, as well as reduce costs, will be shown through best practice examples that have also been selected from among the EPSA 2009 (European Public Sector Award) winners and nominees.

Method

The seminar will count on the presence of high-level experts from public administration, national and international institutions and academics. Presentations will be held on theoretical and practical issues, on how to manage modernisation and changes of culture in public administration; the involvement of civil servants will increase participants' knowledge in this field. A plenary session will give participants the opportunity to exchange experiences and receive feedback from the experts. A concluding workshop will help participants to apply the knowledge acquired to their daily challenges.

Objectives

- To discuss the importance of modernising public administration towards a new culture where citizens and businesses are at the centre;
- To discuss the importance of new technologies in order to modernise and maximise the potential of an organisation – essential for the modernisation of back-office work and its coordination with the front office;
- To discuss the importance of new technologies and eGovernment for modernising public administration and the delivery of public services;
- To share the importance of using quality management methods to ensure an organisation's professionalism, preparedness and customer satisfaction.

Programme

MONDAY 20 SEPTEMBER 2010

- 09.00 **Welcome**
Sylvia Archmann, Project Leader, Seconded National Expert – Austria, EIPA, Maastricht (NL)
- 09.10 **Objectives of the seminar**
Time for self-introduction of participants
Sylvia Archmann
- 09.30 **Transformational Government & Knowledge-Powered Modernization of the Public Administration**
The new skills and leadership for better quality and more efficiency
Sylvia Archmann
- 10.30 Group Picture and Coffee / Tea break
- 11.00 **Creative win-wins / Simplify your public administration.**
Martin Haidvogel, Head of City Administration in the City of Graz (AT)
- 12.30 Lunch at EIPA's Restaurant
- 14.00 **Reducing unnecessary EU Rules and Regulations**
Speaker from the European Commission
- 15.30 Coffee / Tea break
- 16.00 **Transformational aspects of citizen-centric eGovernment**
Thijs van Welij, Policy Advisor, Ministry of the Interior and Kingdom Relations (NL)
- 17.30 **End of Day 1**
- 19.00 Dinner at a restaurant in Maastricht

TUESDAY 21 SEPTEMBER 2010

- 09.00 **The Dutch Approach to reduction of administrative burdens**
Thijs van Welij
- 09.45 **Cooperation between different levels of Government**
National Chart of Partnership between Government and Local Authorities
Patrick Ruestchmann, Directeur Associé, Sources Productions consulting (FR)
- 10.45 Coffee / Tea break
- 11.15 **Performance improvement for 2010-2015**
Patrick Ruestchmann
- 12.30 Lunch at EIPA's restaurant
- 13.45 **Aspects on restructuring the communal portfolio: Shared services**
Martin Haidvogel
- 14.30 **Workshop: Lessons Learnt**
Obstacles, Barriers and Critical Success Factors.
Moderated by Martin Haidvogel, Patrick Ruestchmann, Thijs van Welij and Sylvia Archmann
- 15.30 Coffee Break
- 16.00 **Presentation of Workshop Results**
- 16.45 **Evaluation of the Seminar**
- 17.00 **Closure of the Seminar**
- 17.15 **End of the seminar**



General Information

Programme

The programme will commence on Monday, 20 September at 09.00 hrs and finish on Tuesday, 21 September at 17.15 hrs.

Seminar venue

The seminar will take place at the European Institute of Public Administration (EIPA), O.L. Vrouweplein 22, NL-6211 HE Maastricht, tel.: +31.43.3296.222, fax: +31.43.3296.296.

Working language

The seminar will be conducted in English.

Fee

The participation fee is € 790 and includes participation in the seminar, documentation, two lunches, a dinner and refreshments. Accommodation and travel costs are at the expense of the participants or their administration.

EIPA offers its members a reduction of 10% of the registration fee. This reduction is available to all civil servants working for one of EIPA's member countries (i.e. AT, BE, BG, CY, CZ, DK, EE, FI, FR, DE, GR, HU, IE, IT, LT, LU, MT, NL, PL, PT, ES, SE, UK). If you are eligible for a discount, please tick the box on the registration form. Please note that reductions cannot be accumulated. For more information, please visit EIPA's website: www.eipa.eu (FAQ-special discounts).

Hotel reservations

The European Institute of Public Administration will be pleased to make reservations for you at a hotel in Maastricht. We have made a block booking at hotel Beaumont**** in Maastricht: (<http://www.beaumont.nl>), at a rate of € 101,85 p.p.p.n. (incl. breakfast and tourist tax). Should you wish to make use of this possibility, please indicate the dates of arrival and departure on the registration form. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register after the closing date, hotel reservations cannot be guaranteed.

Meals

All meals will be served at the Institute's restaurant. Should you require a special menu (e.g. vegetarian, diabetic), please inform the Programme Organiser so that this can be arranged.

Registration

Kindly complete the registration form and return it before 3 September 2010 to Ms Nicolette Brouwers, Programme Organiser, European Institute of Public Administration, P.O. Box 1229, NL-6201 BE Maastricht, tel.: +31.43.3296.212, fax: +31.43.3296.296, E-mail: n.brouwers@eipa.eu. You can also submit the online registration form which can be found on EIPA's website: www.eipa.eu. Your name and address will be part of EIPA's database for our mailing purpose only. If you do not wish to be included in our mailing database, please tick the box on the registration form.

Confirmation

Confirmation of registration will be forwarded to participants on receipt of the completed registration form.

Payment

Prior payment is a condition for participation. Please indicate the method of payment on the registration form. In any case, the participant or his/her administration will receive an invoice for the payment of the registration fee. For administrative reasons, there will be a charge of €150 for cancellations received within 15 days before the activity begins. There is no charge for qualified substitute participants.

Cancellation policy

EIPA reserves the right to cancel the seminar up to two weeks before the starting date. EIPA accepts no responsibility for any costs incurred (travel, hotel, etc.). For EIPA's cancellation policy, please visit our website www.eipa.eu (legal notice).

Should you wish to receive invitations to our seminars electronically, to inform us of any changes in your work or address details, or should you no longer be interested in receiving information from EIPA, please fill in our online update form at <http://www.eipa.eu/en/customer/new>.

Registration Form

Improving Quality and Reducing Costs: A Mission Possible

Maastricht (NL), 20-21 September 2010

Surname: Title: M/F
First name:
Current position:
Organisation:
Department:
Work address:
Postal code & town: Country:
Tel. no: Fax no:
E-mail address:

Payment p:\ 1020302

The participation fee includes participation in the seminar, documentation, two lunches, a dinner and beverages

€ 790

Discount (Please check first the conditions at www.eipa.eu (FAQ – special discounts))

discount

Method of payment

Bank transfer

The participants or their administration will receive an invoice for the payment of the registration fee.

Invoice address (if different from the abovementioned address):

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E-mail:

Credit card

American Express Card Eurocard/Mastercard Visa Card

Card no.: Expiry date: /

Name Card holder: (in case this differs from above)

Address Card holder: (in case this differs from above)

Postal code: Country: (in case this differs from above)

Card Validation Code: (the last three digits on the BACK of your card)

(Exempt from VAT by virtue of Article 11, para. 1 (o), subpara. 2 of the Dutch Law on VAT of 1968)

Hotel Reservation

Please reserve hotel accommodation for me at Hotel Beaumont

Date of arrival: Date of departure: No. of nights:

No hotel reservation required

Meals

Lunch day 1: will attend will not attend Dinner day 1: will attend will not attend

Lunch day 2: will attend will not attend Vegetarian: yes Other dietary requirements:

As the number of seats is limited, please return the completed registration form before 3 September 2010 to:

Ms Nicolette Brouwers, European Institute of Public Administration, P.O. Box 1229, NL-6201 BE Maastricht,
tel.: +31.43.3296 245, fax: +31.43.3296 296, e-mail: n.brouwers@eipa.eu



Your name and address will be part of EIPA's database for our mailing purpose only.
Please tick if you do not want to be included in our mailing database.