



## **SIGMA**

### **Support for Improvement in Governance and Management**

A joint initiative of the OECD and the European Union, principally financed by the EU

## **LITHUANIA**

### **Seminar**

### **Quality Management in the Public Sector**

**27-28 March 2006**

**Director: Dr. Elke Löffler**

#### **Organisers**

- SIGMA, which is a joint initiative of the OECD and the European Commission, principally funded by the EC ([www.sigmaweb.org](http://www.sigmaweb.org))

#### **General Objectives**

- To make participants familiar with contemporary issues of quality management and the quality of governance in the public sector.
- To illustrate different instruments and frameworks for the promotion and assessment of quality in public services and the implementation of quality-oriented policies in the public sector, with specific examples of how these instruments work in practice.
- To engage the participants in an exchange of experiences through interactive workshops and discussions.

#### **General Topics**

- Quality as a policy issue in the public sector performance
- Instruments, techniques and frameworks for enhancing the quality of public services, including EFQM and the CAF, ISO 9000, Balanced Scorecards and Service Charters.
- New assessment methods for improving the implementation of governance principles, such as fair and honest behaviour, transparency and user/citizen participation

#### **Target Groups**

- Top managers and politicians at local and regional levels.
- Quality managers in public service organisations.
- Managers of strategic planning and citizen participation units in the public sector.

## Programme proposal

### Day 1

9'00-10'00	<p><b>Workshop: Mapping approaches to quality management in the public sector</b></p> <p>(interactive session including presentations)</p> <p><i>Speakers/Facilitators: Elke Löffler, Governance International, Tony Bovaird, Bristol Business School and Salvador Parrado, UNED</i></p>
10'00-11'30	<p><b>Training session on the Common Assessment Framework (CAF)</b></p> <p><i>Speaker: Ana Andrade, Institute for the Management of the European Social Fund, Portugal</i></p>
11'30-11'45	Coffee Break
11'45-13.00	<p><b>Using EFQM to improve performance in a Public Private Partnership - Liverpool Direct, UK</b></p> <p><i>Speaker: Maureen Sparks, Liverpool Direct</i></p> <p>Discussion/Questions and Answers</p>
13'00-14'00	Lunch
14'00-14'45	<p><b>Workshop: Approaches used to evaluate quality</b></p> <p>(interactive session including presentations)</p> <p><i>Speakers/Facilitators: Elke Löffler, Tony Bovaird, Salvador Parrado and Ana Andrade</i></p>
14'45-16'00	<p><b>The concept of balanced scorecards in the public sector</b> <i>Speaker: Tony Bovaird, Bristol Business School</i></p> <p><b>The benefits of a balanced scorecard in a local authority</b> <i>Speaker: John Tatam, London Borough of Barking and Dagenham</i></p> <p>Discussion/ Questions and Answers</p>
16'00-16'15	Coffee Break
16.15-17'00	<p><b>Workshop: Good practices in quality management</b></p> <p>(interactive session including presentations)</p> <p><i>Speakers/Facilitators: Elke Löffler, Tony Bovaird, Salvador Parrado</i></p>

## Day 2

9'00-10'15	<p><b>Experiences with ISO 9000 in the health sector in the Netherlands</b>  <i>Speaker: Ineke Kosse, Jellinek Centre, Amsterdam</i></p>
10'15-11'00	<p><b>Listening to service users and other stakeholders</b>  <i>Speaker: Elke Löffler, Governance International</i></p> <p>Discussion/Questions and Answers</p>
11'00-11'15	Coffee Break
11'15-12'30	<p><b>Workshop: Improving the implementation of good governance</b>          (interactive session including presentations)</p> <p><i>Speakers/Facilitators: Elke Löffler, Tony Bovaird, Salvador Parrado</i></p>
12'30-13'30	Lunch
13'30-14'30	<p><b>Workshop: Improving customer orientation through service charters</b>          (interactive session including presentations)</p> <p><i>Speakers/Facilitators: Elke Löffler, Tony Bovaird, Salvador Parrado</i></p>
14'30-15'30	<p><b>General Discussion: Current Challenges and Future Opportunities for Quality Management in the Public Sector, followed by Summary and Concluding Remarks</b>  <i>Speakers/Facilitators: Salvador Parrado and Elke Löffler</i></p>