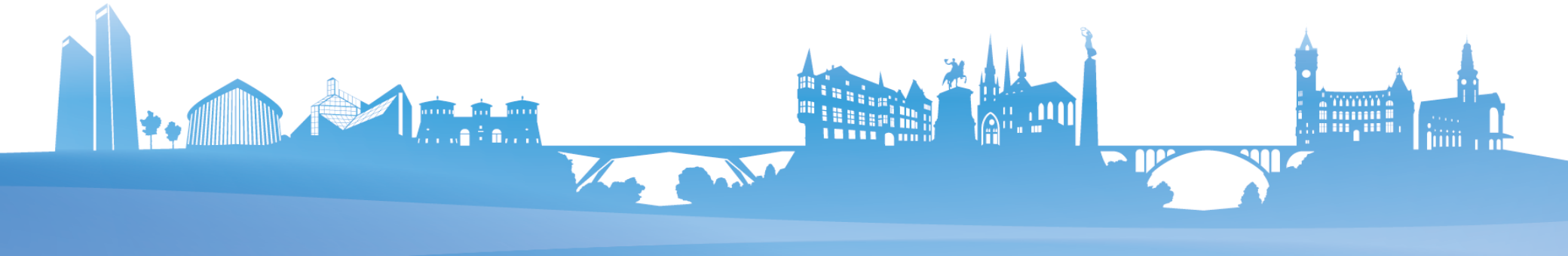# 8th Quality Conference

Conclusions & Key messages of the conference in the field of public sector innovation

N. THIJS (European Institute of Public Administration)

B. MEUNIER (Luxembourg Institute of Science & Technology)

BACK TO THE EVENT
Agenda

➢ Some data : reminder

➢ First results of satisfaction survey

➢ Success stories

➢ Key messages

➢ New perspectives for the next Quality Conference:

GRAND DUCHY OF

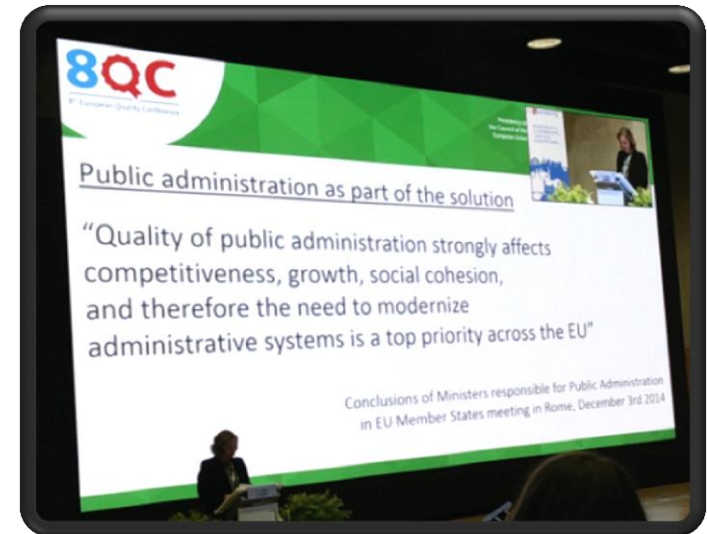Presidency of the Council of the European Union **.luxembourg**

A brand new of academia **as venue** within a territorial **redevelopment area**

A positive & challenging message « **Public Administration as part of solution**»

D. Kersch, **Minister** of Civil Service and Administrative Reform

8QC

Public administration as part of the solution

"Quality of public administration strongly affects competitiveness, growth, social cohesion, and therefore the need to modernize administrative systems is a top priority across the EU"

Conclusions of Ministers responsible for Public Administration in EU Member States meeting in Rome, December 3rd 2014

By the **Strenghtening the capacity** of public administration

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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective

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Five **distinct** but **interrelated key themes**

Theme 2:
Strategic thinking in a future-oriented and innovative public administration

Theme 1: Public administration in the **cycle of policy design, implementation & evaluation**

Theme 3:
Strengthening professionalism in building an innovative public

Theme 5:
Enhancing societal responsible public administration

Theme 4:
Innovative service provisions through stakeholders and citizens/**user involvement**

31 cases presented
From **20 countries**
63% related to **national scope**
33% related to **local scope**
4% related to **European scope**

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With a **new model of exchanges** within EUPAN

According to **a set of leading principles**

Enhance an **interactive & collaborative approach**

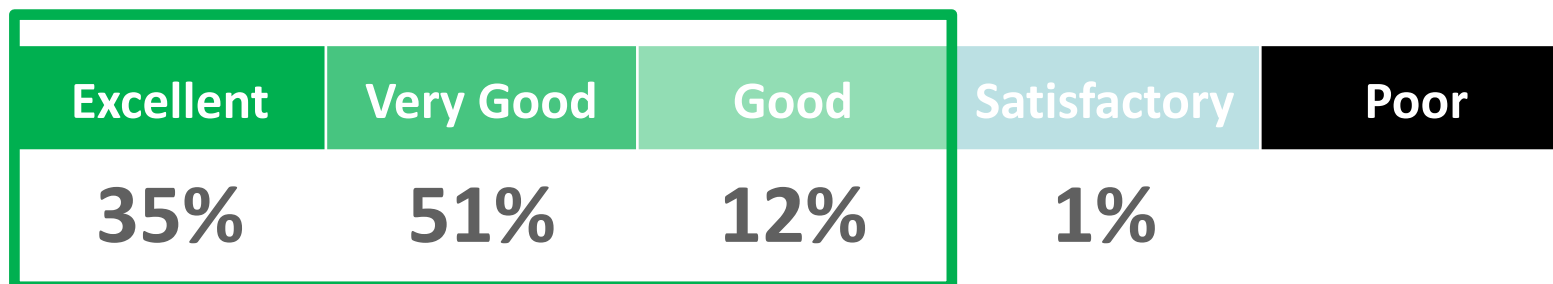**Open information**

Demonstrate the **impact & utility**

Take some time to reflect

300 participants
6 keynote speakers
11 parallel sessions
31 in depth working sessions
1 Workshop on Design thinking

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How would you **rate the content of the conference** as a whole?

Excellent	Very Good	Good	Satisfactory	Poor
35%	51%	12%	1%	

27% of participants (82 persons out of 300 participants)

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Did the conference **increase your awareness of strengthening the capacity of public administration** in tackling current and future challenges?
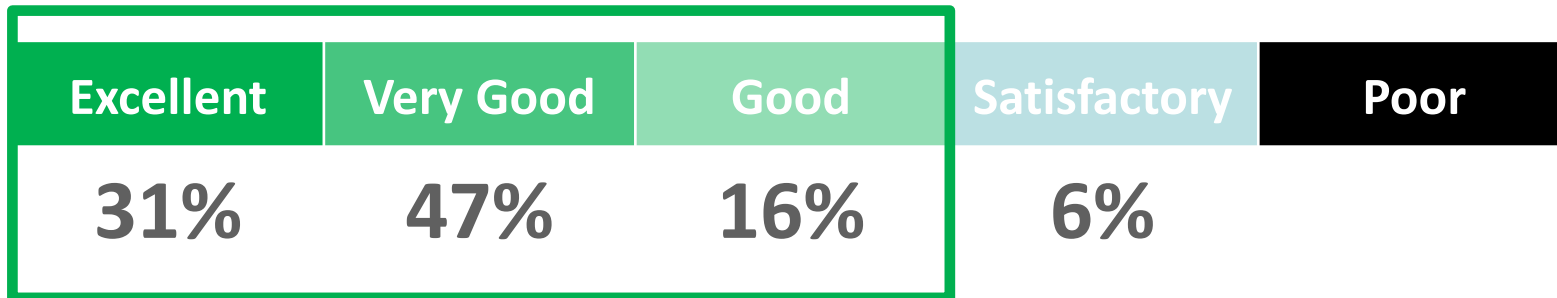
Excellent	Very Good	Good	Satisfactory	Poor
29%	64%	6%	1%	

27% of participants (82 persons out of 300 participants)

7
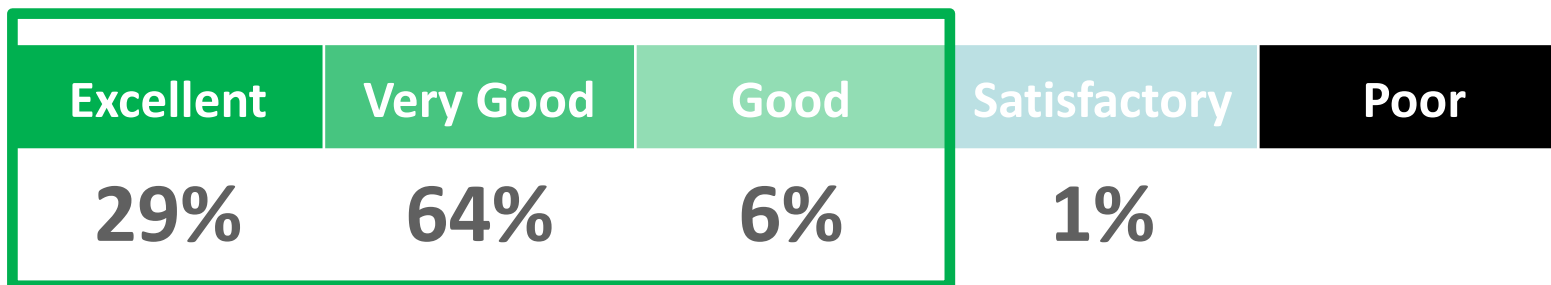
How would you **rate the quality of the parallel sessions?**

Excellent	Very Good	Good	Satisfactory	Poor
20%	51%	27%	2%	

27% of participants (82 persons out of 300 participants)

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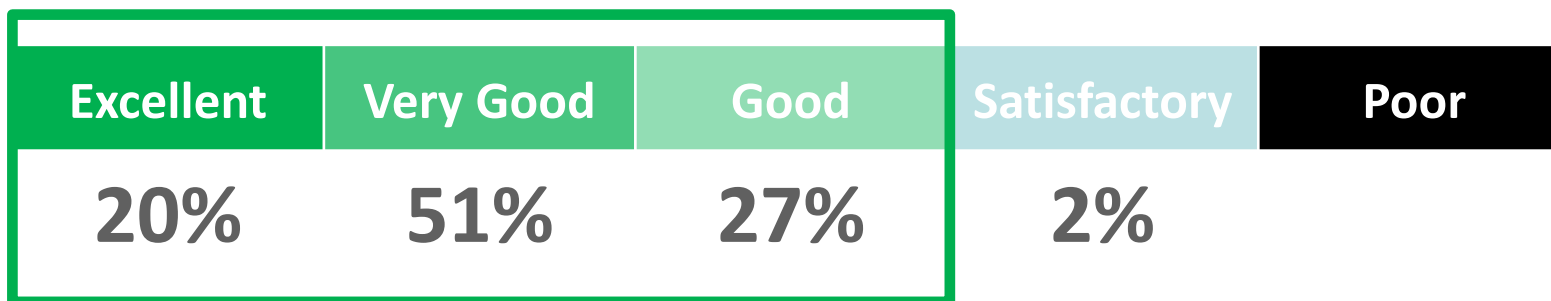
How would you **rate the quality of in depth working sessions?**

Excellent	Very Good	Good	Satisfactory	Poor
31%	47%	16%	6%	

27% of participants (82 persons out of 300 participants)

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How would you **rate the structure and format of the sessions** (number of speakers/discussants, length of speeches, time allocated for discussion, representation by sector/country)?

Excellent	Very Good	Good	Satisfactory	Poor
29%	41%	23%	4%	3%

27% of participants (82 persons out of 300 participants)

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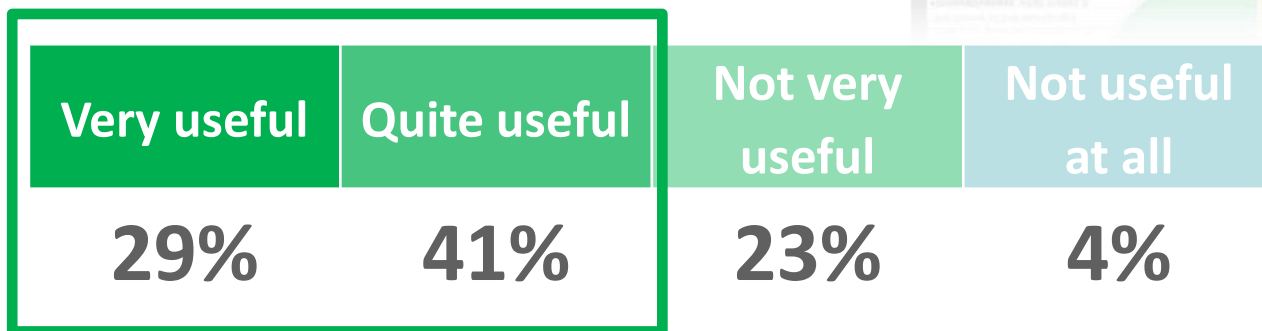
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Altogether, how would you **rate the organization of the conference** (including venue, food & beverages)

Excellent	Very Good	Good	Satisfactory	Poor
71%	23%	5%	1%	

27% of participants (82 persons out of 300 participants)

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Specific questions to Facilitators

How useful do you rate the toolkit which was made available before the conference?

Very useful	Quite useful	Not very useful	Not useful at all
29%	41%	23%	4%

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Back to the STRENGHTS of the 8TH QC

"The conference was **well prepared**, everything went well"

"The **new format** was an success"

"**Good exchange between** different countries during session"

"**Good structures, useful hints**"

"[…] an **enriching space for shared experiences and knowledge**"

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The potential IMPROVEMENTS for the next QC

Review the time balance between the parallel sessions & in depth working sessions

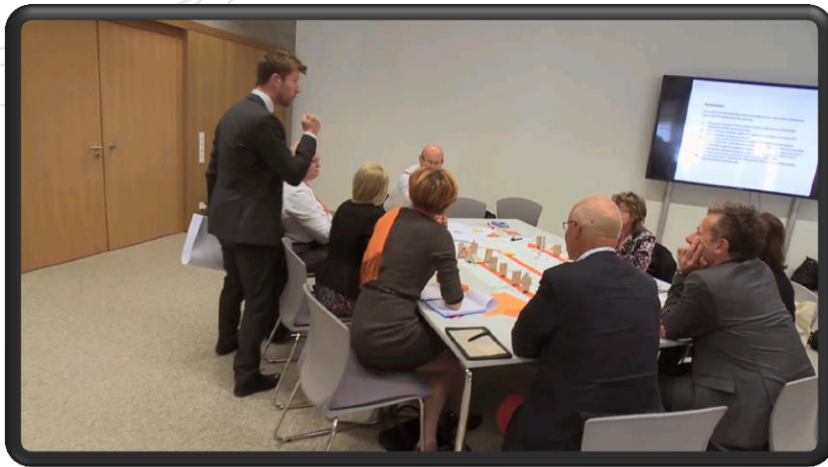Limit the number of parallel sessions / in depth working sessions

Propose a specific space for the involved speakers & facilitators

Make available the case presentations before the beginning of conference

Minimize the travel time between rooms & plenary

Review the toolkit to improve it

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An interactive approach to share, co-define, co-produce the innovative solutions for the future

A collective enthusiasm to be part of the solution to the future challenges of Europe

Focusing on the TRANSFERABILITY opportunities between each country

Contribute to :
- well-being, social cohesion of citizens ;
- competitiveness, growth of member states & enterprises

In developing new innovative services to citizens &

in modernizing of the existing organizations /services (including news ways of working/management to the civil servants)
With the digital tools & app

Tackle complex challenges

Create Solutions and concrete actions with impact

Ensure a continuous improvement of public administration practices

Via the Implementation of participatory design practices

In making a clear distinction between «content quality» and «quality of service»

In respecting administrative ethics

With a better understanding the needs of his stakeholders (internal & external part of public administration)

With mixed methods according to the requirments

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The 9th Quality conference OPEN SPACE TECHNOLOGY

OST is an **approach to purpose-driven leadership**, including a way for hosting meetings, conferences, corporate-style retreats, symposiums, and community summit events, focused on a specific and important purpose or task — but *beginning* without any formal agenda, beyond the overall purpose or theme.
From wikipedia

With collaborative digital tools Such as tangible table.

For instance : Open Space meeting at NASA Goddard Space Flight Center

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