**European Social Dialogue Committee for Central Government Administrations**

**EU PROJECT**

**FOR A QUALITY SERVICE FOR VULNERABLE PEOPLE  
Regional Seminar - Bucarest, 5 and 6 June 2014**

**Agenda**

**Thursday 5June, Day 1**

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| **Time** | **Sessions** |
| **09:00 – 09:30** | **Registration** |
| **09:30 – 10:00** | * **Welcome, presentation of participants and expectations**   *EUPAE and TUNED representatives from Romania*  *Jacky Leroy, EUPAE Belgium, former President of the Federal Public Service Personnel and Organisation*   * **Background and objectives of the project**   *Jacky Leroy, EUPAE Belgium* |
| **10:00 – 11:00** | * **Quality services within Central Government : from theory to practice**   Presentation of the EU framework agreement for a quality public service in central government administrations (adopted by EUPAE and TUNED in 2012) .  *Aurore Chardonnet, TUNED*  *Jacky Leroy, EUPAE Belgium*   * **Project's methodology: literature review and preliminary survey results; framing discussions and seminar aims**   *Raffaella Greco Tonegutti, Project consultant*  Discussion with participants |
| **11:00 – 11:30** | **Coffee break** |
| **11:30 – 12:30** | **Quality for the users: Welcome, Equity, Integrity, Efficiency, Communication and Transparency**   * **Case study: Welcome/Efficiency good practice**   **Reform of Luxemburg employment administration : towards users’ and workers’ needs?**  *Camille Weydert (CGFP) TUNED, LU*  *Vera Weisgerber, agency for employment development- ADEM, LU*  Discussion with participants |
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| **12:30 – 14:00** | **Lunch** |
| **14:00 – 15:30** | * **Case study:**   **Romania: The European professional card - European solution for finding a job**  *Adrian Dragomir, director - IT Department NAE and Elena Tanase, director in the partner company*   * **Exchange of practices between participants for each value**   What could be improved? What new processes have been implemented in your country? What suggestions?   * **Synthesis of main elements of the discussion**   *Raffaella Greco Tonegutti, Consultant* |
| **15:30 – 16:00** | **Coffee break** |
| **16:00 – 17:00** | * **Discussion continues. Exchange of practices between participants**   What could be improved? What new processes have been implemented in your country? What suggestions?   * **Synthesis of main elements of the discussion**   *Raffaella Greco Tonegutti, Consultant* |

**Friday 6 June, Day 2**

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| **Time** | **Sessions** |
| **09:30 – 10:30** | **Quality of life at work : meaningful job, competence development, good pay, work/life balance , social dialogue and trade union rights**   * **Case study:**   **Romanian public administration**  *Florian Marin, President of BNS - young branch and Vice-President of Romanian youth council (TUNED)*   * **Exchange of practices between participants** (Discussion)   What could be improved? What new processes have been implemented in your country? What suggestions?   * **Synthesis of main elements of the discussion**   *Raffaella Greco Tonegutti, Consultant* |
| **10:30-11:00** | **Coffee break** |
| **11:00-12:30** | * **Discussion continues. Exchange of practices between participants**   What could be improved? What new processes have been implemented in your country? What suggestions?   * **Synthesis of main elements of the discussion**   *Raffaella Greco Tonegutti, Consultant* |
| **12:30-13:00** | * **Conclusion of the seminar and preliminary recommendations**   *Raffaella Greco Tonegutti, Consultant*   * **Next steps of the project**   *Jacky Leroy and Aurore Chardonnet* |
| **13:00** | **Lunch – end of regional seminar** |
| **Afternoon** | **Focus group**  A small group of participants will meet with the consultant to complement the qualitative research. |