

9TH
QUALITY
CONFERENCE

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15 MAY AND 16 MAY 2017, HILTON MALTA

JOINING FORCES AND BREAKING SILOS TOWARDS A BETTER
PERFORMING, TRANSPARENT AND INCLUSIVE PUBLIC ADMINISTRATION

DRAFT PROGRAMME



MALTA EU 2017



OFFICE OF THE PRINCIPLE PERMANENT SECRETARY
OFFICE OF THE PRIME MINISTER

08:30 Registration and Coffee

09:00 – 09:15 Welcome and Opening

SUB-THEME 1 HUMAN RESOURCE MANAGEMENT IN THE PUBLIC SERVICE

09:15 - 10.00 **KEYNOTE 1**
A HUMAN ORIENTED MANAGEMENT APPROACH,
A CONDITION FOR SUCCESS.
MR FRANK VAN MASSENHOVE

10:00 – 10:15 Address by the Prime Minister of Malta
THE HON. DR JOSEPH MUSCAT

10:15 – 11:00 **PARALLEL SESSIONS ON SUB-THEME 1**
short presentation of the cases on Human Resource Management

01	02	03	04	05
SESSION COMPETENCY MANAGEMENT	SESSION MANAGE THE MANAGERS	SESSION PEOPLE MANAGEMENT & LEADERSHIP	SESSION TRAINING & DEVELOPMENT	SESSION STRENGTHENING RESPONSIBILITY THROUGH DECENTRALISATION
Austria (AT1): Police Competence Training	Ireland (IE1): Senior level mobility - an Irish case study	Belgium (BE1): Stratego: Organise HR in a matrix fashion to provide the right service to the right customer	Estonia (EE1): Development of mid-level manag- ers: joining forces and promoting common values	Malta (MT1): Transition from HR Office to People and Standards; Reform of HR Service: goal was to bring people and standards together.
Norway (NO1): Regulation in practice - better support and guidance to comply with legislation at local level through improving the skills at national level.	France (FR1) Pool and talent management for senior and executive managers	Finland (FI1) Shared Leadership	Romania (RO1): Train4Europe	

11:00 – 11.30 Coffee Break

11:30 – 12:15 **IN-DEPTH WORKSHOPS ON THE SUB-THEME 1 CASES**

01	02	03	04	05
AT1 Case NO1 Case	IE1 Case FR1 Case	BE1 Case FI1 Case	EE1 Case RO1 Case	Cant. of MT1 Case

12:15 – 13:30 Lunch

**SUB-THEME 2
COOPERATION AND INCLUSIVENESS IN
POLICY MAKING AND IMPLEMENTATION**

13.30 – 14.15 **KEYNOTE 2**
DR. EDWARD DE BONO

14:15 – 15:00 **PARALLEL SESSIONS ON SUB-THEME 2**
short presentation of the cases on Policy Making and Implementation

<p>06</p> <p>SESSION GENDER EQUITY</p> <p>Austria (AT2) Graz Goes Equal</p> <p>France (FR2) Gender equality for senior and executive management positions</p>	<p>07</p> <p>SESSION GOAL MANAGEMENT AT CORPORATE LEVEL</p> <p>Belgium (BE2) Goal management and performance measurement at the Flemish Government</p> <p>European Commission (EC1) Performance management and participation</p>	<p>08</p> <p>SESSION PARTNERSHIPS & COOPERATION</p> <p>Latvia (LV1): The memorandum of co-operation between non-governmental organisations and the Cabinet of Ministers (Latvia).</p> <p>Slovenia (SI1): Partnership for Change (PZS)</p>	<p>09</p> <p>SESSION POLICY DEVELOPMENT & IMPLEMENTATION</p> <p>Iceland (IS1): Smarter Buyer</p> <p>Slovakia (SK1): Process optimisation based on life events</p>	<p>10</p> <p>SESSION INCLUSIVE POLICY DEVELOPMENT & IMPLEMENTATION</p> <p>Spain (ES1): EMPLEA-DIS Project: To foster the job inclusion of the intellectually disabled</p>
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15:00 – 15:45 **IN-DEPTH WORKSHOPS ON THE SUB-THEME 2 CASES**

<p>06</p> <p>AT2 Case FR2 Case</p>	<p>07</p> <p>BE2 Case EC1 Case</p>	<p>08</p> <p>LV1 Case SI1 Case</p>	<p>09</p> <p>IS1 Case SK1 Case</p>	<p>10</p> <p>Cant. of ES1 Case</p>
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15:45 – 16:15 Coffee Break

SUB-THEME 3

INNOVATIVE SERVICE DELIVERY TO CITIZENS AND BUSINESSES TO SATISFY CUSTOMERS' NEEDS

16.15 – 17.00

KEYNOTE 3

MR DIMIS MICHAELIDES

17:00 – 17:45

PARALLEL SESSIONS ON SUB-THEME 3

short presentation of the cases on Innovative Service Delivery to Citizens and Business

11

**SESSION
PRODUCT
DEVELOPMENT IN
A SPECIFIC
SECTOR**

**The Netherlands
(NL1)**

Waste-
management and
environment

Greece (EL1):

Development and
application of
innovative services
in the Directorate
of Transport and
Communications,
Region of Crete

12

**SESSION
E-SERVICES
FOR ALL**

Italy (IT1):

e-prescriptions

Malta (MT2):

One Stop Shop
addressing the
digital divide and
24/07

13

**SESSION
ONE STOP
SHOPS**

Portugal (PT1):

Citizen Spots: a
new model of
bringing online
public services
closer to citizens

Latvia (LV2):

Better customer
service by
cooperation
between national
and local
governments
(Latvia)

14

**SESSION
CENTRAL E GOV
POLICIES**

Norway (NO2):

More successful
public ICT projects
- through help and
advice from an ICT
Council

Italy (IT2):

E-Government
Large Area -
Metropolitan Area
of Bari

15

**SESSION
FACILITATING
INNOVATIVE
SERVICE CREATION**

France (FR3):

Openness and
platform state
through State
Start-ups

17.45

End of day 1

Social Activity Gala Dinner

- 08:30 Check-in and Coffee
- 09:00 – 09:15 Welcome and introduction of Day 2
- 09:15 – 10:00 **IN-DEPTH WORKSHOPS ON THE SUB-THEME 3 CASES**

<p style="text-align: center;">11</p> <p>NL1 Case EL1 Case</p>	<p style="text-align: center;">12</p> <p>IT1 Case MT2 Case</p>	<p style="text-align: center;">13</p> <p>PT1 Case LV2 Case</p>	<p style="text-align: center;">14</p> <p>NO2 Case IT2 Case</p>	<p style="text-align: center;">15</p> <p>Cant. of FR3 Case</p>
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- 10:00 – 10:30 Coffee break

SUB-THEME 4 **OPEN AND TRANSPARENT GOVERNMENT AS A SOLID FOUNDATION**

- 10:30 – 11.15 **KEYNOTE 4**
MS ANDREA HALMOS
- 11:15 – 12:00 **PARALLEL SESSIONS ON SUB-THEME 4**
short presentation of the cases on Open and Transparent Government

<p style="text-align: center;">16</p> <p>SESSION TRANSPARENT PERFORMANCE</p> <p>The Netherlands (NL2): Transformation of Statistics Netherlands</p> <p>Czech Republic (CZ1): Friendly Office Contest</p>	<p style="text-align: center;">17</p> <p>SESSION OPEN GOVERNMENT</p> <p>Spain (ES2): Transparency portal of the General Council of the Judiciary</p> <p>Greece (EL2): A standardised smart city: the case of Trikala</p>	<p style="text-align: center;">18</p> <p>SESSION PARTICIPATIVE GOVERNMENT</p> <p>Romania (RO2): "People from Roman Decide!" - assessing citizens' satisfaction and their involvement in decisional process</p> <p>Poland (PL1): Transparent management and co-operation with local NGO</p>	<p style="text-align: center;">19</p> <p>SESSION STAKEHOLDERS INVOLVEMENT</p> <p>Poland (PL2): "Your City, You Decide" - social participation umbrella programme of the City of Lublin</p> <p>Belgium (BE3): "Stakeholders join us at the helm"</p>	<p style="text-align: center;">20</p> <p>SESSION INTRA-EUROPEAN COOPERATION ON IMPROVING PUBLIC SECTOR PERFOR- MANCE</p> <p>European Commission (EC2): Toolbox 2 and peer learning platform: EC support to MS in Good Governance</p>
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DAY 02

12:00 – 12:45

IN-DEPTH WORKSHOPS ON THE SUB-THEME 4 CASES

16

NL2 Case
CZ1 Case

17

ES2 Case
EL2 Case

18

RO2 Case
PL1 Case

19

PL2 Case
BE3 Case

20

Cant. of
EC2 Case

12:45

Closure of the Conference
MR MARIO CUTAJAR
Principal Permanent Secretary
Office of the Prime Minister, Malta.

13:00

Lunch

14.30

End of the Conference



IN COLLABORATION WITH

