

# REGIONAL CONFERENCE ON QUALITY MANAGEMENT

## Benefits of Quality in Public Administration

17-18 November 2016, Sarajevo (Bosnia and Herzegovina)

Hotel Bristol (Fra Filipa Lastrica 2)

ReSPA has during April 2015 gained valuable data on Quality Management (QM) in the Western Balkans from related stakeholders in the Western Balkans. Within the Board the interest and idea has grown to establish a working group on Quality of Public Administrations & Services Working Group (QPAS). As notified in the ReSPA Plan of Work 2015, Quality Management (QM) has been identified as another crucial thematic area of ReSPA focus and potential intervention. During the initial meetings devoted to QM topic It was confirmed that no baseline study related to the former mentioned area has been developed in the Western Balkans. Also, all of the initiatives dealing with QM system i.e. different QM instruments have not been widespread and institutionalized to the higher extent. Having in mind that QM has been widely acknowledged as a valuable ingredient within New Public Management, developed during 1990s, enabling pattern on how to improve the quality of public services in comprehensive and systematic manner on a long run, it was identified as one of the priority thematic areas of ReSPA portfolio in particular in 2016 - 2018 period.

In July 2015, a ReSPA expert Working Group on Quality of Public Administration and Public Services (WG QPAS) has been established. The first meeting of the QPAS WG took place in Vienna in July 2015 with strong support of experts of KDZ – Centre for Public Administration Research. During the meeting, it has been decided that ReSPA should conduct a regional analysis devoted to Quality Management in the Western Balkans, particularly focusing on the organizational aspects of central government.

In November 2015, ReSPA Technical assistance project and Bosnian partners (PARCO) has organized a three-day conference in Sarajevo, BiH where numerous examples have been presented highlighting the trends in use of TQM, EFQM, ISO 9001, CAF and other methodological tools and instruments. GIZ representatives from the Programme Strengthening of Public Institutions took part in this conference, where a first step towards a common initiative on regional level was initiated. As a continuation of recent fruitful cooperation, the new event Regional Conference on Quality Management with a special emphasis on Utilization of Quality in Public Administration will be realized in Sarajevo, Bosnia and Herzegovina on 17 and 18 November 2016. GIZ organization and PARCO have initiated latter mentioned activity and have contributed to successful finalization of the overall set up of the event, which will combine EU experiences, regional trends and BiH specific lessons learnt.

ReSPA QPAS working group members will be the active participants of the Conference, along with other invited stakeholders. QPAS WG is composed of:

- *Policy makers responsible for Quality Management strategies*
- *Senior management representatives involved in the process of development and implementation of QPS/ Quality Management strategies;*
- *Quality experts in charge of designing and implementing appropriate quality instruments in the public sector / CSO / Think Tanks that closely work with the Governmental institution in designing and implementing appropriate quality instruments in the public sector*

The expected results of the QPAS working group meeting in Sarajevo within respected regional conference on QM is:

- Define further proposal of the mission and working agenda of the QPAS working group based on the presentations and Conference Discussion
- Contribute to enable the members of the working group to decide about implementing quality management programmes in their countries.
- Reflect the pros and cons of different quality management systems in the public sector, the opportunities for implementing QM in the countries and the “How and When to link QM with PAR-programmes”. Based on the new European Commission’s approach of „Fundamentals first“, the contribution of QM as part of PAR will be addressed.

## PROVISIONAL PROGRAMME

Day I, 17 November 2016

09.00 – 10.00 **Welcome and Registration of participants**

### *Introductory speech*

10.00 – 10.10 **Reform of the Public Administration (PA) of Bosnia and Herzegovina (BiH) and Quality Management (QM)**

*Speaker/representative (TBC), Council of Ministers of BiH*

10.10 – 10.20 **Public Administration Reform Coordinator's Office (PARCO) as the initiator of the Quality Management introduction in the Public Administration**

*Dr. Dragan Cuzulan, Public Administration Reform (PAR) Coordinator*

10.20 – 10.30 **The role of the Programme on the Institutional Strengthening in BiH (GIZ), in domain of PAR, and providing support in introduction of the Quality Management (QM)**

*Reinhard Lüke, Programme Manager, GIZ SPI – Strengthening of Public Institutions' Programme in BiH*

### **Quality management – overview of the current state and progress achieved in domain of PA in BiH**

10.30 – 11.15 **Presentation of the basic principles of QM methodologies - EFQM, ISO and CAF**

*Tihana Puzic, Senior Adviser for QM, GIZ*

*Introduction to the QM basics through comparative analysis of similarities and differences of the systems and QM models. EU trends and demonstration of the added value of quality management*

11.15 – 11.45 Break

11.45 – 12: 30 **Progress made in introduction of the Quality Management in BiH – PARCO Office**

*Aleksandar Karisik, Head of Operations Unit*

*What are the strengths/capacities of the PA in BiH in regard to the quality management? What is the role of PARCO? Presentation of the achieved results through cooperation with the BiH institutions, regional and international projects, and EIPA. Future activities and the role of PARCO in providing support to CAF implementation.*

12.30 – 13:15 **Our journey towards excellency with CAF Excellency – Civil Service Agency of BiH**

*Azra Kost, Senior Adviser - Civil Service Agency of BiH*

*Quality management roadmap for the Civil Service Agency of BiH: methodology used, work of the self-assessment group, PARCO mentoring role. How was the first self-assessment process implemented? What is the role of management in the CAF implementation? Lessons learned. What are the training opportunities that BiH Civil*

Service Agency offers to the public servants in domain of Quality Management - demonstration?

13:15 – 14:15

*Lunch*

14:15 – 15.00

**Presentation of the work and results of the inter-institutional QM Working Group in BiH**

*Kenan Avdagić, Senior Adviser for PAR reform, PARCO*

*Strengthening the capacity and knowledge in domain of Quality Management (CAF and ISO 9001), preparation and presentation of the Guidelines for Implementation of ISO 9001 in the PA, as well as the Guidelines for user satisfaction measurement in the PA. Information on the planned activities and possible increase of the Community of practitioners group.*

#### ISO 9001 in Public Administration

15.00 – 15.30

**Institution strengthening through ISO implementation**

*Miljan Savić, Senior Adviser - BAS Institute for Standardisation BiH*

Excellency road map in implementation of ISO 9001, benefits of the quality management system, presentation of the tender documentation ISO 9001 template and ISO 9001 certificate template. Instructions for informing on ISO 9001 in the PA and relation with the relevant institutions and international projects in BiH.

15.30 – 16:00

**Quality Management in the justice system and support to public institutions – UK Embassy and GGF Fund**

**British Embassy representative tbc**

## Day II, 18 November 2016, World Quality Management Day

### QM as a pillar for Public Administration – user and citizen's satisfaction

- 09.00 – 09.10      Introductory speech ReSPA  
*Goran Paštrović, ReSPA Programme Manager*
- 09.10 – 09.25      Management of user satisfaction – EIPA  
*Nick Thijs, Senior Expert, video message*
- Why and how should public institutions be oriented towards regular assessment / perception management, expectations and user satisfaction? Basic principles can be found in the EU Guidelines for user satisfaction measurement which have been translated into Bosnian/Croatian/Serbian ([www.parco.gov.ba](http://www.parco.gov.ba))*
- 09.25 – 09.45      **Citizens' perceptions and expectations from PA institutions - Transparency International BiH**  
*Lejla Ibranović, Director*  
*How can/should PA cooperate with the Non-governmental sector in domain of QM?*
- 09:45 – 10:15      **User and employee satisfaction in PA – BIH Agency for Statistics**  
*Enes Hadžiefendić, Head of Unit*  
Presentation of the methodology for user satisfaction analysis and interviewing of users as a basis for planning of PA institutions' work.
- 10.15 – 10.30      Break

### Regional commitment and cooperation in domain of QM – common objectives EU integration and efficient PA

- 10:30 – 11.00      **Regional perspective of the QM**  
**Regional commitment to excellence and QM**  
*Goran Pastrovic, Programme Manager, ReSPA*
- Analysis in domain of QM in the WB countries - plans (regional QM center, intermediary results of ReSPA regional QM study), achievements and objectives. Presentation of the activities and results of the WM ZP Group, as well as their connection with the conclusions of ReSPA's Annual Conference on Optimisation in Public Sector (through QM instruments)*
- 11.00 – 12.30      **Panel discussion: regional cooperation, support to initiatives for quality management in the region, common products which could be used and jointly improved, leading principles in the region, ensuring sustainability of QM activities**
- 12:30 – 12:45      Conference closing – PARCO, GIZ SPI, ReSPA
- 12.45 – 13.45      **Lunch and departure**