

## Second Annual Meeting of Regional Quality Management Centre (RQMC)

16 December 2022, Berlin, Germany

### I. Aim and Purpose of the Meeting

The second annual meeting of the Regional Quality Management Centre (RQMC) aims at providing an overview of implemented programme activities in the period December 2021 to December 2022, as well as presenting the Annual Priority Activities for 2023<sup>1</sup>.

Within implemented activities, there were two of special importance in 2022, which results will be presented and highlighted in more detail - it is the first CAF External Feedback Procedure (PEF Procedure) and first Periodical Regional QM Analysis. Lessons learned and experiences from the first PEF Procedure will be shared with participants at the meeting and documented for future reference within RQMC. The final verified findings and recommendations from the Periodical Regional Analysis will be presented and discussed in light of the role of RQMC in the region.

The meeting will shed light on the planned activities within BACID III Project for 2023, and the directions envisaged for the Quality Management thematic area in the new EC Grant 2023-2025.

An additional purpose of the meeting is to share information about the new concept of structures within the Service Delivery thematic area.

### II. Draft Agenda

09.00 - 09.15	<p><b>Welcome and introduction to the purpose of the meeting</b></p> <ul style="list-style-type: none"> <li>Maja Handjiska Trendafilova, <i>ReSPA Director</i></li> </ul>
09.15 - 09.45	<p><b>Review of 2022 in RQMC</b></p> <ul style="list-style-type: none"> <li>Main achievements, challenges and lessons learned <i>Olivera Damjanovic, Programme Manager</i></li> <li>BACID III <i>KDZ, Austria (Thomas Prorok, Philip Parzer)</i></li> </ul> <p><i>Followed by questions, answers and a discussion</i></p>

<sup>1</sup> RULES AND PROCEDURES GOVERNING THE ORGANIZATION AND OPERATION OF THE REGIONAL QUALITY MANAGEMENT CENTER IN ReSPA, Art 5.3.

09.45 - 10.30	<p><b>First CAF External Feedback Procedure in RQMC – implementation in the Civil Service Agency FBiH and lessons learned</b></p> <ul style="list-style-type: none"> <li>• Overall standard EU model – main steps <i>Olivera Damjanovic,</i></li> <li>• How we did it – analysis of Questionnaires, field visit, final report <i>Kenan Avdagic, Dalibor Copic- EFACs</i></li> <li>• PEF procedure-from the perspective of mentors <i>KDZ, Austria (tbc)</i></li> <li>• Next steps</li> </ul> <p><i>Followed by questions, answers and a discussion</i></p>
10.30 - 11.00	<p><b>Coffee break</b></p>
11.00 - 11.30	<p><b>Periodical Regional QM Analysis</b></p> <ul style="list-style-type: none"> <li>• <b>Findings and recommendations</b> <i>Tihana Puzic, Lead Expert (tbc)</i></li> </ul> <p><i>Followed by questions, answers and a discussion</i></p>
11.30 - 12.15	<p><b>Plans for 2023 in RQMC – Annual Priority Activities</b></p> <ul style="list-style-type: none"> <li>• Planned activities within BACID III Yearly Work plan</li> <li>• Planned activities envisaged by EC Grant <i>Olivera Damjanovic</i></li> </ul> <p><i>Followed by questions, answers and a discussion</i></p>
12.15 - 12.30	<p><b>Wrap up</b></p> <p><i>Maja Handjiska Trendafilova</i></p>
12.30 – 14.00	<p><b>Lunch</b></p>