

8th Quality Conference

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

P. STAES & 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:

Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective
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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






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


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

Theme 3: **Strengthening professionalism** in building an innovative public

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

Theme 5: **Enhancing societal responsible** public administration

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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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective	GRAND DUCHY OF Luxembourg Presidency of the Council of the European Union
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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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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective	GRAND DUCHY OF Luxembourg Presidency of the Council of the European Union
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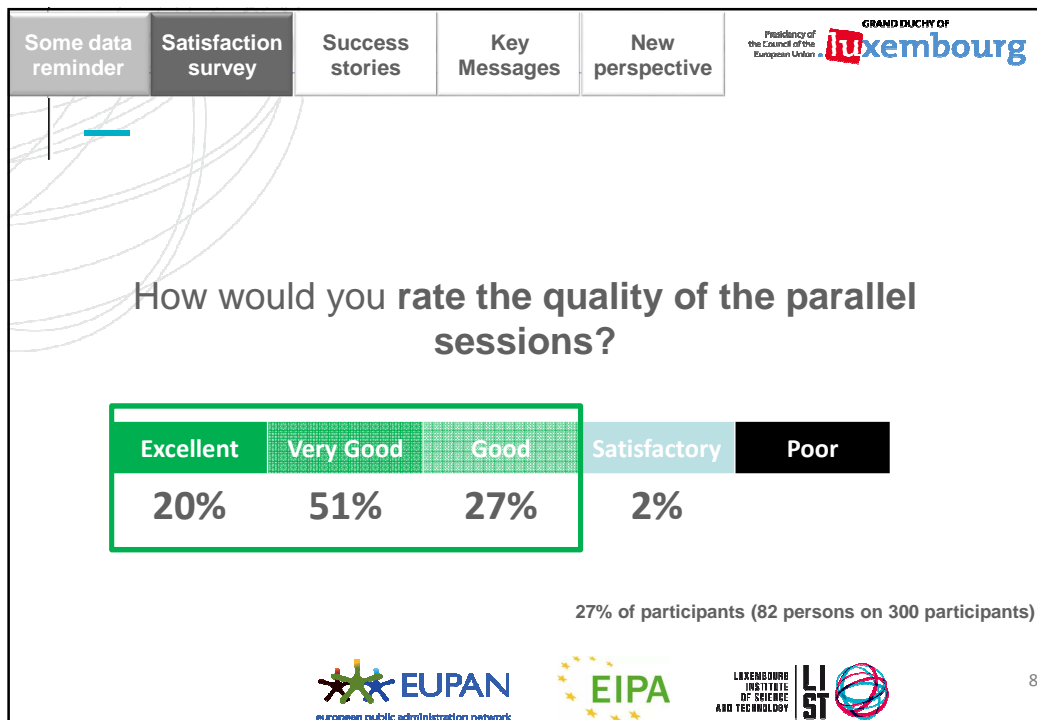
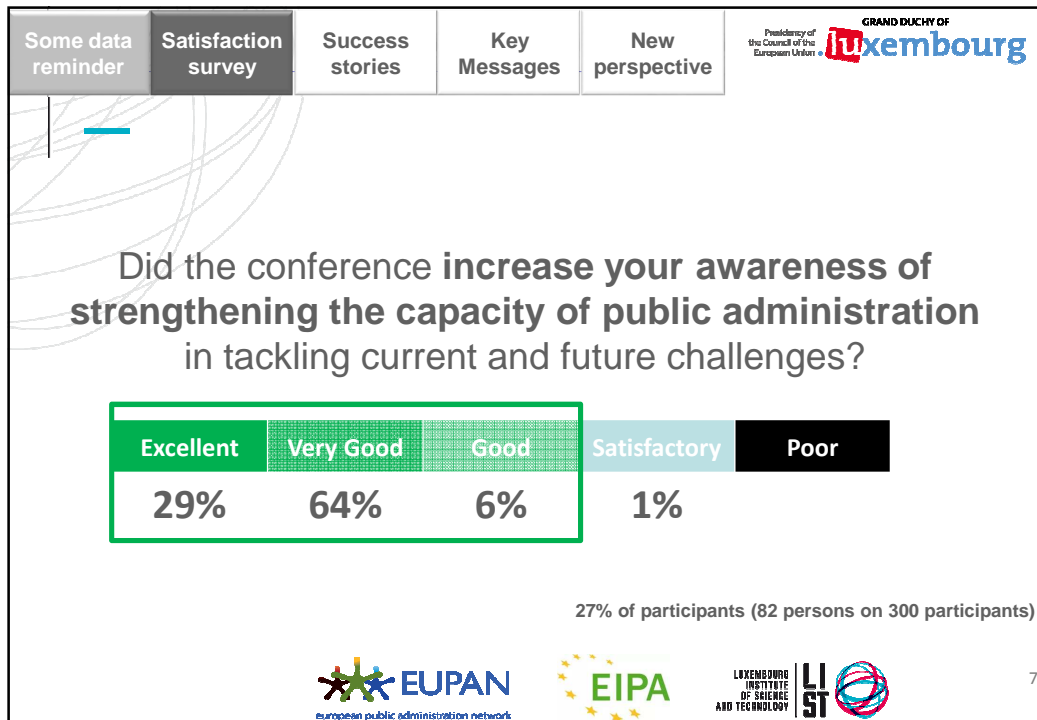
How would you **rate the content of the conference** as a whole?

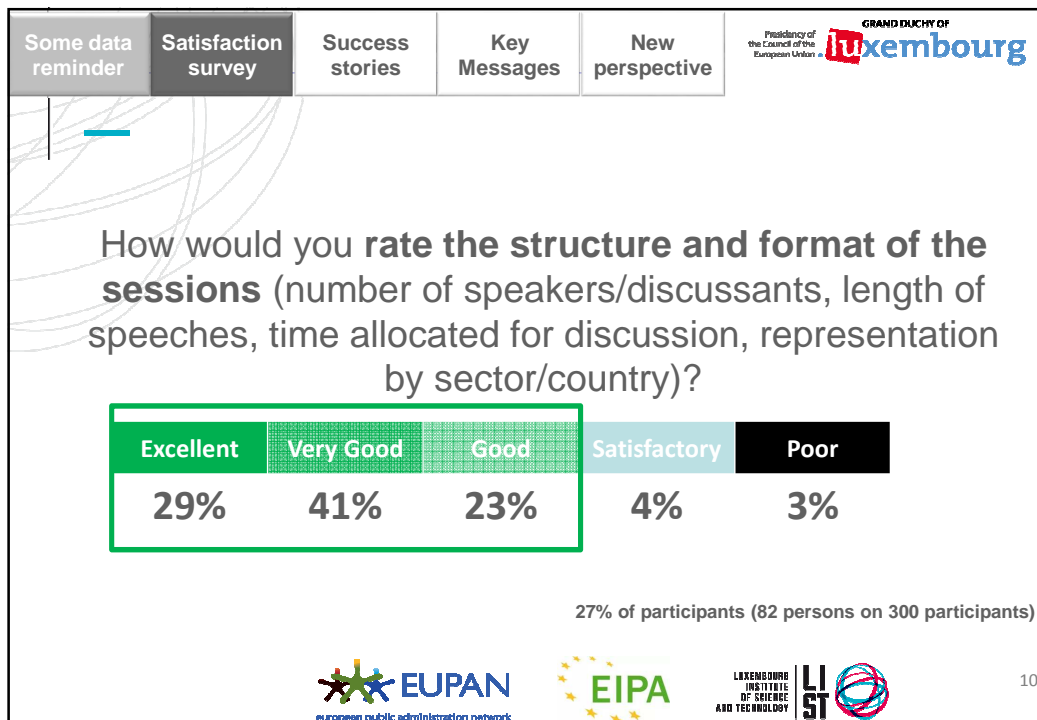
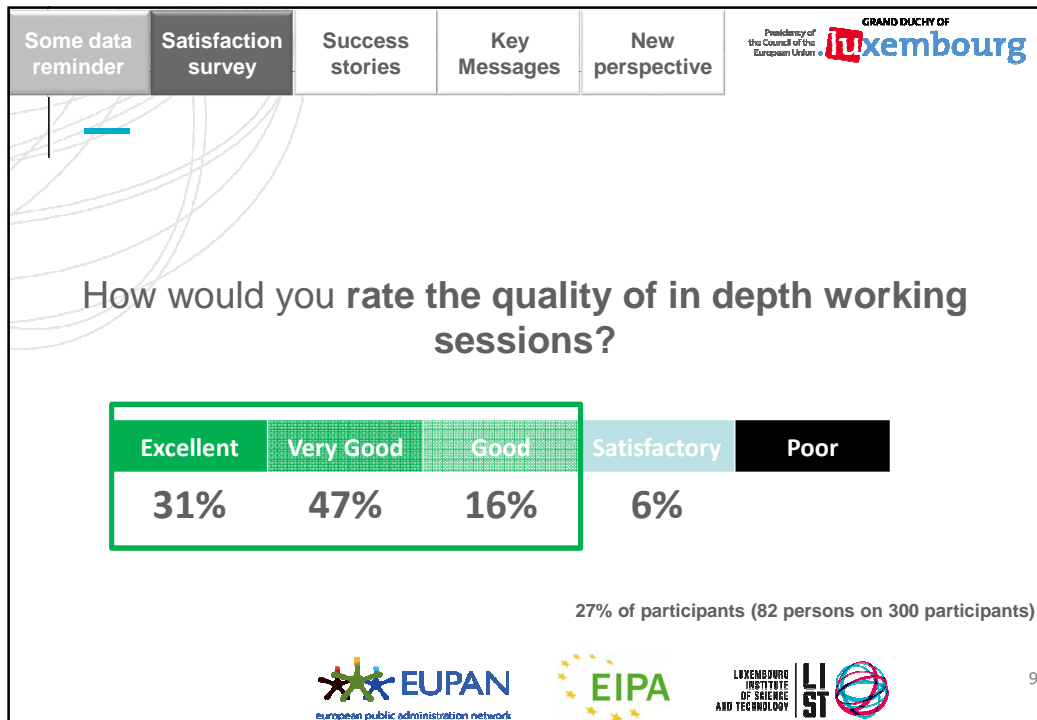
Excellent	Very Good	Good	Satisfactory	Poor
35%	51%	12%	1%	

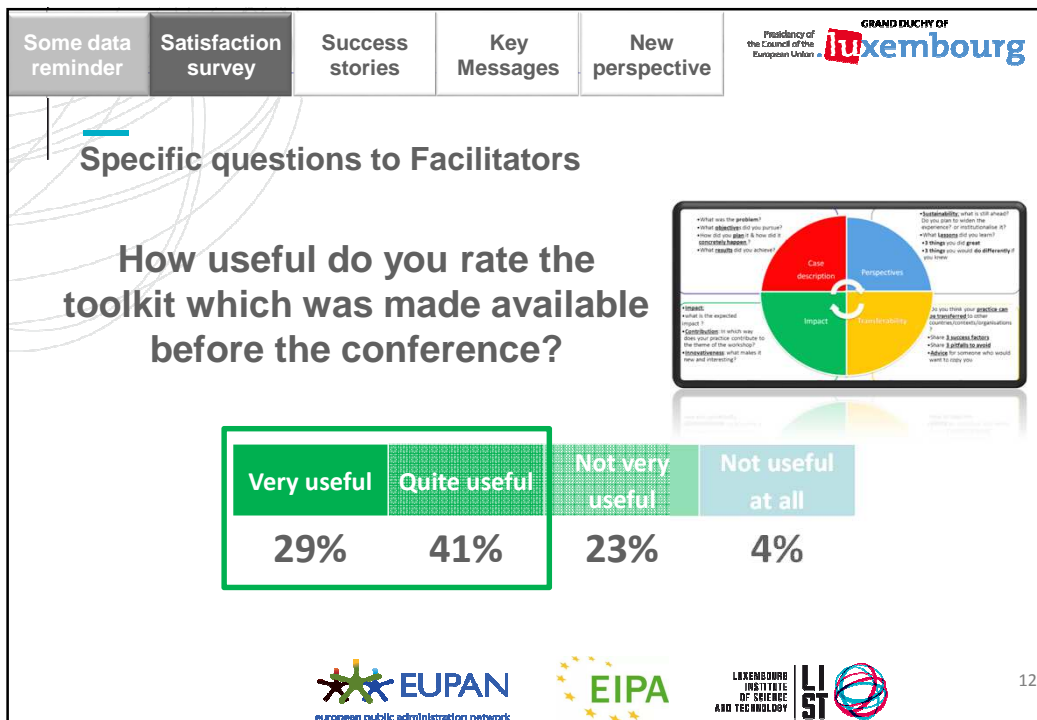
27% of participants (82 persons on 300 participants)

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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective	Presidency of the Council of the European Union GRAND DUCHY OF Luxembourg
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Back to the STRENGTHS 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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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective	Presidency of the Council of the European Union GRAND DUCHY OF Luxembourg
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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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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective
<p>Grand Duchy of Luxembourg <small>Presidency of the Council of the European Union</small></p>				
<p>An interactive approach to share, co-define, co-produce the innovative solutions for the future</p> 			<p>A collective enthusiasm to be part of the solution to the future challenges of Europe</p> 	
<p>Focusing on the TRANSFERABILITY opportunities between each country</p>				
<p>    </p>				

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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective
<p>Grand Duchy of Luxembourg <small>Presidency of the Council of the European Union</small></p>				
<p>Contribute to :</p> <ul style="list-style-type: none"> - well-being, social cohesion of citizens ; - competitiveness, growth of member states & enterprises 				
<p>In developing new innovative services to citizens & in modernizing the existing organizations /services (included news ways of working to the civil servants)</p> <p>With the digital tools & app</p>				
<p>In making a clear distinction between «content quality» and «quality of service»</p> <p>In respecting administrative ethics</p>				
<p>With a better understanding the needs of his stakeholders (internal & external part of public administration)</p> <p>With mixed methods according to the requirements</p>				
<p>    </p>				

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Some data reminder	Satisfaction survey	Success stories	Key Messages	New perspective	<small>Presidency of the Council of the European Union</small> GRAND DUCHY OF Luxembourg
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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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