



Tuesday 14 September 2004

19.00 – 21.00 Welcome reception in Museum Boijmans van Beuningen

Wednesday 15 September 2004

08.30 – 09.30 Registration and coffee

09.30 – 10.00 Opening ceremony with HRH Prince Constantijn of the Netherlands, and Minister for Government Reform and Kingdom Relations/ Deputy Prime Minister of the Netherlands, Mr Thomas de Graaf

10.00 – 10.30 Plenary with Mr Al Gore, former Vice President of the USA, on changing the culture & working methods

10.30 – 11.00 Coffee break and visit to Interaction Square

11.00 – 12.15 Master classes

Being pragmatic: The introduction of a total quality model

CAF basics: What is it and how to use it

School improvement: Self assessment and self sufficiency

Call, click and communicate: Better health services through a multi channel approach
Government online

ICT's value in linking offices

Multidimensional benchmarking: The balancing act

The American Customer Satisfaction Index

Administrative reform and training: trade unions and employers join forces

Resistance to organisational change

Managing the Diversity Maze: Lessons for the Public Sector

12.15 – 12.30 comfort break

12.30 – 13.15 Workshops

Continuous quality improvement Pirkanmaa Hospital - Pirkanmaa Hospital District - Finland

Front & back office reform to improve services - Sintra Town Council - Portugal

The Pyramid Project: a high-quality welcome - Etablissement public du musée du Louvre - France

Achieving sustainable strategy execution - Estonian Health Insurance Fund - Estonia

Tekes: successful team-based process management - National Technology Agency
Tekes – Finland

Network project learning from and with another - Head Office of the District Rohrbach - Austria

Digiflow - Indemnity Fund for the closing-down of firms - Belgium

ITACA Project: Integrated services in Alcobendas - Ayuntamiento de Alcobendas – Spain

From electronic archiving to knowledge management - Chambre des Députés – Luxembourg

Coordination in illegal fishing fight - Subdelegacion Gobierno - Spain

How to develop a more citizen-friendly municipality - Municipality of the City of Dortmund - Germany

Innovative experience, better justice - National Probation Agency - Portugal

Accelerating excellence - London Borough of Tower Hamlets – United Kingdom

Transforming the Irish Revenue - Irish Revenue - Ireland

The competition for "The most friendly office" - Office of Civil Service - Poland

Amend Staff Regulations for European Civil Servants - DG Personell and administration - European Commission

13.15 – 14.40 Lunch

14.40 – 15.05 Plenary with Mr Yves Cannac, member of the French Economic and Social Council on fostering partnerships

15.05 – 15.35 Coffee break and visit to Interaction Square

15.35 – 16.50 Agorae

Creating a citizen-centred government: The contribution of citizen charters
e-Future

The leadership talk show

How to get rid of internal red tape

Avoiding a new divide

16.50 – 17.00 Comfort break

17.00 – 18.00 Plenary with Mr Miha Pogacnik, violinist, innovative performer, entrepreneur and Cultural Ambassador for Slovenia on inspiration and communication



Thursday 16 September 2004

09.00 – 09.30	Registration and coffee
09.30 – 09.55	Plenary with Mr Nikiforos Diamandouros, European Ombudsman on citizen perspective
09.55 – 10.10	Comfort break
10.10 – 11.25	Agorae Digitalisation, but then what? Upgrading our cities The public relations department: Handling the media Politics and the striving for lesser bureaucracy Crisis! Serving organizational change
11.25 – 11.55	Coffee break and visit to Interaction Square
11.55 – 12.40	Workshops Quality Policy of Masarykova Hospital - Masarykova Hospital in Ústí nad Labem – Czech Republic Smart saving through Strategic Management - Administrative District of Osnabrück - Germany Improvement of client service at local government - Mayor's Office of the 13th district of Budapest - Hungary Internet-based CAF Management System - Public Administration Organizing and Civil Service Office - Hungary To create the future together - Kaiserin Elisabeth Spital - Austria More and better inspection, less administration - Swedish Association of Local Authorities - Sweden "e-Day" in North Jutland - The Digital North Denmark - Denmark Increasing citizen-involvement through e-vote - Municipality of Amaroussion - Greece Decentralized Management of Learning - Cyprus Academy of Public Administration - Cyprus Partners in road traffic safety - Swedish National Road Administration - Sweden Shopping for knowledge - Albeda College of Business Studies, Commerce Department, the Netherlands Development of Education Quality Management System - Ministry of Education and Science – Lithuania

	"Nocturne", Daily nocturnal home haemodialysis - Dianet Dialysis centres – the Netherlands An excellent quality service for non nationals - Garda National Immigration Bureau - Ireland Meeting customer needs in the Danish CCA - Danish Commerce and Companies Agency - Denmark Toxicological Database of Soil (BDT) – Puglia Regional Administration Authority - Italy
12.40 – 14.00	Lunch
14.00 – 14.45	Workshops Municipality of Ballerup: Open and Challenging - Ballerup Kommune - Denmark LIS 21 pilotage information and communication system - Flemish Pilotage - Belgium Patient focus - the key to improvement of care - Department of Internal Medicine, Högländshospital - Sweden Executing strategy at Electronics Centre Electronics Centre - Finnish Defence Forces - Finland Implementing a Central Population Registry (CPR) - Ministry of the Interior / ZMR Support Unit - Austria Towards a paperless Public Service - Department of IT Services, Ministry of Finance - Cyprus Integrating and e-Enabling Services - Department of Social and Family Affairs - Ireland Social Security electronic services - Greek Social Security Institution - Greece Building a Civil Servants' training system - Ministry of the Interior - Lithuania Police action in cases of domestic violence - Haaglanden Police – the Netherlands Single phone number for all administrative info - Centre interministériels de renseignements administratifs - France Reception Desk - Malbork Police Station - Poland



	Liverpool Council Renaissance - Liverpool City Council – United Kingdom
	Transforming learning - Fir Vale School – United Kingdom
	Local Democracy Award for Public Administration - Centre for Community Organisation – Czech Republic
	Managing knowledge in the midst of change - Agenzia del Demanio - Italy
	Improving performance with a Quality Charter - DG Budget - European Commission
14.45 – 15.00	Comfort break
15.00 – 16.15	Master Classes
	CAF Self-assessment and beyond: Involving management and people in improvement actions
	CAF and the Balanced Scorecard: connected and compared
	Koalaty Teams in education: Involve everyone in quality improvement
	A government that helps to think
	e-Government pays off
	Charter Mark: Putting the customer first
	Performance related pay: Can it work in Public Administration?
	The police force: Steering on performance contracts
	Leadership the Eleanor Roosevelt way: Timeless strategies for success
	Managing sickness absence
	The breakthrough method: Fundamental improvements in patient care
	Surprise session!
16.15 – 16.45	Coffee break and visit to Interaction Square
16.45 – 17.10	Plenary with Ms Tiina Randma-Liiv, Member of the Academic Council of the President of Estonia on the challenges of the new EU member states
19.00 – 23.00	Social dinner in the Cruise Terminal

Friday 17 September 2004

09.00 – 09.25	Plenary with Mr Oldrich Martinu, Deputy Police President of the Czech Republic on leadership
09.25 – 09.40	Comfort break

09.40 – 10.25	Workshops
	The Quality System of the State General Laboratory - State General Laboratory - Cyprus
	Quality Management in health care institutions - State Inspectorate of medical audit - Lithuania
	The use of the balanced scorecard in Oslo Prison - Oslo Prison – Norway
	Satisfaction Surveys oriented towards benchmarking - Servicio Navarro de Salud - Spain
	Quality and Environment in Waste Management – LIPOR - Portugal
	eFormat Legislation (eLEX) for eGovernment - Ministry of Home Affairs - Hungary
	Data exchange between official registers - Ministry of the Interior - Slovenia
	Reducing the digital divide in Information Security - Ministry of the Economy - Luxembourg
	Performance contracts for senior public officials - Office of the Prime Minister - Malta
	“Safe Locality” - Protecting property and people - Ministry of the Interior - Czech Republic
	The participative audit - Ministere de la Communaute Française - Belgium
	Making tax easier for you - Directorate General for Taxes - France
	Involving employees in a transformation process - Federal Office for the Recognition of Foreign Refugees - Germany
	G2B - services to businesses – INPS - Italy
	The bottom-up approach to simplification - Secretariat General - European Commission
	Consumer friendly services in Tax Administration - Sierpc Tax Office - Poland
10.25 – 10.40	Comfort break
10.40 – 11.05	Plenary with Mr Erkki Liikanen, European Commissioner for Enterprise and Information Society on E-government
11.05 – 11.20	Comfort break
11.20 – 12.20	Closing plenary with prof dr Christopher Pollitt, dr Elke Loeffler and prof dr Geert Bouckaert giving policy conclusions and trends on the basis of all 3QC sessions
	Mr Rob Kuipers, Director General Public Service Management on making opportunities work
12.20 – 12.35	Closing ceremony with Mr Turunen, Finnish representative for 4QC
12.35 – 13.00	Closing reception with sandwiches at the Interaction Square