



## **Resolution**

### **Innovative Public Services Group – IPSG**

#### **51st Meeting of the Directors General responsible for public administration**

The Directors General appreciate the work done and the results achieved during the French Presidency. They thank in particular France and the IPSG working group for the organisation of the 5<sup>th</sup> Quality Conference for public administrations which gathered more than 1 000 participants and enabled to put forward the work done by the EUPAN network and the Member States.

The orientations exposed below were adopted in order to boost further the improvement of quality and efficiency in European public services, through three working areas of the IPSG, in accordance with the MTP: Quality Conferences, Customer focus and Common Assessment Framework

#### **I. Quality Conferences**

The Directors General agree that the success of the 5<sup>th</sup> Quality Conference for Public Administrations in the European Union, according in particular to its attendance rate, contributes to confirm quality conferences as key events of the activity of the EUPAN network.

They in particular welcome the organisation of sessions dedicated to priority themes of the network (such as info-shops on human resources, customer focus, management of quality in public administrations, facing the demographic challenge) and wish to insist on the need to increase the synergy between quality conferences and the overall activities of the network.

They ask IPSG, in relation with the other working groups, namely on the basis of feedbacks of the first four conferences and the coming feedback of the 5QC, to submit them by the next meeting proposals on:

- An evolution of the financial and organisational model for the QCs ;
- A possible partnership with other institutions;
- The target groups;
- The size of the event and the format of the sessions.

They consider, according to the experience of the 5<sup>th</sup> Quality Conference as well as the previous ones, that it is essential to ensure continuity of quality conferences and consequently propose to the ministers in charge of public administrations and civil service to reassert the principles which has inspired in 1998 their decision to establish the 1<sup>st</sup> Quality Conference.

They notice that no Member State is candidate for the organisation of the 6<sup>th</sup> Quality Conference and that the efforts of IPSG did not result so far in the emergence of a bid to host the event.

Considering the proximity of the term, they commit themselves in acting in such a way that a candidacy would emerge for the organisation of the 6<sup>th</sup> Quality Conference in 2010.

## **II. Customer focus**

The Directors General consider that developing “customer insight” within public administration is an essential condition for improving quality and efficiency in public services.

Consequently, they set themselves the aim of spreading the principles exposed in the Primer developed during the Portuguese and Slovenian Presidencies

They highly appreciate the presentation of this document, along with practical cases, within the framework of the dedicated info-shop at 5QC, and wish to thank in particular France and EIPA for their contribution.

They recommend the following actions:

- The promotion, by the Member States, of the principles exposed in the Primer, by any means in accordance with national context (translation, organisation of trainings etc).
- Holding a EUPAN Event on the Citizens involvement in the public sector, organised by EIPA in April 2009. They welcome the interest of Czech Republic in hosting this event.
- They invite Member States to work on guidelines and exchange best practices in order to deepen some of the principles of the primer.

## **III. Common assessment framework**

The Directors General appreciate the work done on the development and the promotion of CAF under the steering of IPSPG. In particular,

- They welcome the success of CAF sessions at the 5th Quality Conference for public administrations and wish to thank France, the CAF resource centre at EIPA and the CAF expert group for its implementation.
- They notice the progresses accomplished in the development of the procedure on external feedback (PEF), wish to thank Italy and EIPA for the organisation of pilot group meetings, as well as Denmark, Luxembourg, Belgium and Slovenia for their contributions in this process.

In order to spread CAF further, so as to reach the goal of 2010 users in 2010, the Directors General set the following priorities:

- To use the lessons learned from 5QC for the organisation of CAF User Event which will take place on the 15th and 16th of October 2009 in Bucharest.
- To progress further in the development of the procedure on external feedback. On this account, the Directors General ask the CAF expert group to keep working in order to launch the PEF at the CAF event.