International Conference on Implementation of the Common Assessment Framework in Local Authority

PROGRAM FOR SPEAKERS

Thursday, 27 March, 2008

20.30 Welcome Drink at Divani Apollon Palace & Spa (Pelagos Bar)

Friday, March 28, 2008

07.30 – 08.30 Fridays speakers hand in their presentations at the technical desk situated in front of the conference room (Platon).

09.00-9.30 Registrations desk in front of conference room.

09.30 - 11.00 Welcome speeches

* Welcome speech of the Mayor of Municipality of Voula, Mr. G. Mantesis
* Welcome speech of the Mayor of Municipality of Argyroupolis, Mr. D. Efstathiadis
* Welcome speech of the Mayor of Municipality of N. Penteli, Mr. K. Kosovitsas
* Welcome speech of the Mayor of Municipality of Peristeri, Mr. A. Pachatouridis

11.00 Opening speech of the conference
Mr. Vasilios Andronopoulos, General Secretary of Public Administration and e-government, Ministry of Interior

11.30 – 11.45 A’ MAJOR TOPIC:


Chairman: Leonidas Kouris, Prefect of East Attica
Secretary: Georgios Mantesis, Mayor of the Municipality of Voula

11.30 – 11.45 Dr. Andre Filipe Ferreira da Cunha Aleixo, Portugal
CAF- the first step towards an institutional total quality management approach at Camara Municipal do Porto, the second largest Municipality in Portugal

11.45 – 12.00 Dr. Miltiadis Kavrakos, Municipal Enterprise for the Dev. of Voula, Greece
Intermunicipal Application of CAF- an innovative tool for the operation of the Local Government.

12.00 – 12.15 Elisa Marjatta Vuorinen, Finland
Development Project for operations & productivity management (Toti)
<table>
<thead>
<tr>
<th>Time</th>
<th>Speaker</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.15 – 12.30</td>
<td>Dora Partassides, Cyprus</td>
<td>CAF in the State General laboratory (SGL) of Cyprus</td>
</tr>
<tr>
<td>12.30 – 12.45</td>
<td>Even Fossum Svendsen, Norway</td>
<td>CAF in the education sector</td>
</tr>
<tr>
<td>12.45 – 13.00</td>
<td><strong>Coffee Break</strong></td>
<td></td>
</tr>
<tr>
<td>13.15</td>
<td><strong>B’ MAJOR TOPIC</strong></td>
<td><strong>Common Assessment Frame Work – Local Authorities – Government Policies</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Chairman:</strong> Mr. Dimitris Efstathiadis, Mayor of the Municipality of Argyroupolis</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Secretary:</strong> Stefanos Paschalidis, General Manager of Municipal Enterprise for the Development of Argyroupolis</td>
<td></td>
</tr>
<tr>
<td>13.15 -13.30</td>
<td>Dr. Michalis Christakis, Gen. Secretary of Municipality of Amaroussion, Greece</td>
<td>“The Common Assessment Framework as a Tool of Qualitative Upgrade of the Administrative Mechanism in the Local Governments of Europe”</td>
</tr>
<tr>
<td>13.30 – 13.45</td>
<td>Dr. Gordana Zurga, Slovenia</td>
<td>CAF as a Strategic Quality Tool in Public Administration of the Republic of Slovenia</td>
</tr>
<tr>
<td>13.45 – 14.00</td>
<td>Brigitte Keller, Germany</td>
<td>Towards an ongoing improvement process with the help of self assessment</td>
</tr>
<tr>
<td>14.00 – 14.15</td>
<td>Stefanos Paschalidis, Municipal Enterprise for the Dev. of Argyroupolis, Greece</td>
<td>Innovation in the application of CAF. The example of Argyroupolis</td>
</tr>
<tr>
<td>14.15- 14.30</td>
<td>Tomasz Papaj, Poland</td>
<td>CAF, as a method of evaluating the quality of human resources management, in the public offices in the Polish region of Silesia. Research results</td>
</tr>
<tr>
<td>14.30 – 14.45</td>
<td>A. Adolfo Ortega Lorente, Spain</td>
<td>Cooperation between central government and rural communities developing CAF in leader + groups</td>
</tr>
<tr>
<td>14.45 – 15.00</td>
<td>Dr. Wilbirg Mitterlehner, Austria</td>
<td>CAF as a part of quality management</td>
</tr>
<tr>
<td>15.00–15.15</td>
<td>Bougoulias Konst. Lieutenant, Navy, Greece</td>
<td>Ministry of Defence / Economic Planning and Support General Division/ Human Resources and Environment Division. The CAF application in the Orthopeadic Clinic of the Marine Hospital of Athens</td>
</tr>
<tr>
<td>15.15 – 16.45</td>
<td>Light Lunch at hotels main restaurant Anemos.</td>
<td></td>
</tr>
</tbody>
</table>
17.00  **C’ MAJOR TOPIC**

**Common Assessment Frame Work-Cases Presentation Part A’**

**Chairman:** Mr. Spiridon Lioukas Professor of Admin. Science of Economic University of Athens

**Secretary:** Andreas Kasdaglis, Chairman of the Municipality Council of Voula

17.00 – 17.15  **Dr. Jose Lino Ramos, Πορτογαλία**
The contribution of the Common Assessment Framework to the improvement of the front-office

17.15 – 17.30  **Maria Liatiri, responsible for the Communication in the Project Team for the Application of the CAF, for the Municipality of Ilion, Greece**

“The experience of the Common Assessment Framework in the Administrative Services Division of the Municipality of Ilion”

17.30 – 17.45  **Vlachos Nikolaos, Municipal Enterprise for the Development of Voula, Greece**
The application of CAF in the Municipality of Voula

17.45 – 18.00  **Evi Lappa, Programming – Development in Communication Technologies, Municipality of Panorama Thessaloniki, Greece**

“Innovative qualitative and immediate service to citizens”

18.00 – 18.15  **Indre Buteniene, Lithuania**

Using CAF in Klaipeda City Municipality Administration (Lithuania) as a tool to improve result-based management

18.15 – 18.30  **Jose Ochoa Berganza, Spain**

CAF in Navarra (Spain): Implementation in small towns

18.30 – 18.45  **Martin Stainer, Czech Rep.**

Benchlearning project between Czech municipalities

18.45 – 19.00  **Vitomir Pretnar, Slovenia**

The use of caf for starting changes in the Municipality Radovljica

19.00 – 19.15  **Ana Maria Castilho, Portugal**

CAF at Seixal City Hall: a milestone to excellence

19.15 – 19.30  **Papatheodorou Nikolaos, Head of the Independent Quality and Efficiency Department Region of Western Greece**

Pilot Application of the Common Assessment Framework (C.A.F.) in the Region of Western Greece

19.30 – 19.45  **Jan Sledsens, Belgium**

General quality measurement and quality development in the public centre for social welfare (OCMW) of Grobbendonk by using CAF

19.45 – 20.00  **Ivana Truccolo, Italy**

Using CAF for libraries and biomedical organizations in Italy
20.30  Departure by coach from the Divani Apollon Palace & Spa to the restaurant Vive Mare
21.00  Dinner at the Vive Mare Restaurant

**Saturday, March 29, 2008**

07.30 – 08.30  Saturdays speakers hand in their presentations at the technical desk situated in front of the conference room (Platon).

09.00  **C’ MAJOR TOPIC**

*Common Assessment Frame Work – Cases Presentation Part B’*

Chairman:  Vrasidas Leopoulus, NPS Senior Lecturer of National Technical University of Athens
Secretary:  Grigorios Konstantelos, Vice Mayor, for Management & Economics of Municipality of Voula

09.00 – 09.15  *Ingeborg Maes, Belgium*
Total Quality Management in the City of Ghent (Belgium)

09.15 – 09.30  *Sofia, Simoni-Eustratious Municipality of Zografou, Greece*
CAF application in the Municipality of Zografou

09.30 – 09.45  *Ana Margarida Laranjeira, Portugal*
CAF enforcement in the regional administration of the Azores-Challenges and Strategies

09.45 – 10.00  *Danilo Orlandini, Italy*
The actions of an Health Authority with CAF criteria: the Society results criterion

10.00 – 10.15  *Aggeliki Koukouna, Municipality of Nea Penteli, Greece*
“First CAF application in the Municipality of Nea Penteli”

10.15 – 10.30  *Dorin Simion Rusu, Romania*
Using CAF in prefecture of Sibiu Country. Path dependency vs. Innovation

10.30 – 10.45  *Sofia Dimitriou, Depury Mayor for Administrative, Municipality of Petroupoli, Greece*
Administration as a tool of organizational changes

10.45 – 11.00  *Paulo Alves Machado, Portugal*
Alcochete Municipal Museum

11.00 – 11.15  *Zoi Leontakianakou, Limited Company for the Development of Peristeri, Greece*
The application of the Common Assessment Framework in the Municipality of Peristeri

11.15 – 11.30  *Avgitsou Evgenia Prefecture of Kavala*
The application of the Common Assessment Framework in the Prefecture of Kavala
11.30 – 11.45  Pr. Anastasios Karasavoglou, Technological Educational Institution of Kavala, Greece
The application of the Common Assessment Framework in the Municipality of Xanthi – Some preliminary findings

11.45 – 12.00  Lieutenant Konstantinos Konstantinidis, Ministry of Defence / Economic Planning and Support General Division / Human Resources and Environment Division Greece
The CAF application in the 1st Surgery Clinic of the 251 Aviation General Hospital

12.00 – 12.15  Coffee Break

12.15  D’ MAJOR TOPIC
The Future of Common Assessment Framework

Chairman: Dr. Nikolaos Michalopoulos, Head of the Directorate of Quality and Efficiency of the Greek Ministry of Interior Affairs, Hellas, Greece

Secretary: Dr. Miltiakis Kavrakos, Manager of the Municipal Enterprise for the Development of Voula

12.15 – 12.30  Maximilian Biwald, Austria
CAF & BSC in the Vienna City Administration

12.30 – 12.45  Peter Weyns, Belgium
CAF - Ariadne self assessment of an ITC-project

12.45 – 13.00  Monika Jurkovicova, Head of Quality Department, Σλοβακία
Quality management in the public administration in the Slovak Republic

13.00 – 13.15  Dr. Manfred Elmecher, Austria
CAF in Austria’s Finance Administration

Internal coherence of the CAF model

13.30 – 13.45  Anton Podgorsek, Slovenia
CAF - An instrument of proactive performance

13.45 – 14.00  Nick Thijs, European Institute of Public Administration EIPA Maastricht, Holland
The use of organizational performance information for organizational improvement CAF-self evaluation and organizational improvement

14.00 – 14.15  Henryka Piekarska Doctor of Social Sciences, Poland
The improvement process of the quality management in the Tax Office in Sierpc

14.15 – 14.30  Filippos Lefkatis, Municipality of Latsion, Cyprus
Introduction of the Quality Operation System ISO 9001:2000 at the Technical Service of the Municipality of Latsion – Nicosia -

14.30 – 16.15  Conclusions. Round Table Discussion
<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.30</td>
<td>Departure for Cape Sounio meeting point hotel lobby.</td>
</tr>
<tr>
<td>16.30 – 17.00</td>
<td>Drive to Cape Sounio</td>
</tr>
<tr>
<td>17.30 – 18.00</td>
<td>Visit of the Temple of Cape Sounio with professional English</td>
</tr>
<tr>
<td></td>
<td>Speaking guide (please wear walking shoes &amp; jacket)</td>
</tr>
<tr>
<td>18.00 - 18.45</td>
<td>Meal at the restaurant near the temple</td>
</tr>
<tr>
<td>19.00</td>
<td>Departure and return journey to Divani Apollon Palace &amp; Spa</td>
</tr>
</tbody>
</table>