

Registration to participate to the Conference is open from 15 May to 10 October 2008, subject to availability.

Register at [www.5qualiconference.eu](http://www.5qualiconference.eu)

See you in Paris in October 2008!

The Ministry of Budget, Public Accounts and Civil Service, (Directorate General for State Modernisation), is in charge of organising the Conference in close contact with the European Public Administration Network and its working group focused on innovative public services.



Plus d'informations sur / more information at [www.5qualiconference.eu](http://www.5qualiconference.eu)

**AVEC VOUS l'administration SE MODERNISE**



Paris  
20-22nd October 2008  
**'The Citizen at the Heart of Public Quality'**

[www.5qualiconference.eu](http://www.5qualiconference.eu)



# 'The Citizen at the Heart of Public Quality' : 4 perspectives

## ➤ *Improving Citizens' lives*

- Simplifying procedures and reducing the administrative "burden"
- Proximity and accessibility of services (local and organisational level)
- User satisfaction (needs "expressed" or needs "imposed")

## ➤ *Citizen participation as a driving force towards public quality*

- Defining public services with citizens
- Involving citizens in the public-decision process
- Involving citizens in the production of public services
- Citizens assessing public quality

## ➤ *Taking into account new key social issues*

- Addressing societal and citizen issues
- Adapting public services to citizen and community diversity

## ➤ *Beyond the citizen, involving all stakeholders for quality*

- Cooperation between various stakeholders (civil servants and administrations, trade unions, political parties and elected officials, businesses, citizens, associations, the media, etc.)
- Stakeholders' commitment to quality policies
- Stakeholders' mobilisation to improve administration's efficiency

# Content of the Conference

- Presented in Berlin on 21st June during the 48th Director General's meeting for Public Administration and mentioned in the resolution adopted there after during the ministerial meeting on 22nd June 2007
- 1500 participants from over 30 different countries : actors and experts of public service quality
- 5 Plenary Sessions with keynote speakers of international renown
- Over 60 Best Practice cases from all European countries
- 12 Agoras providing insight and debate on the themes addressed by the conference
- 4 Infoshops focusing on the priorities of the European Public Administration Network (EUPAN)
- Stand exhibition (country, institutional) and a CAF Centre
- An official dinner