

Quality management in Public Administration

6 July 2022, Tirana (Albania)

Hotel Tirana International
(Conference room CLASSIC)

Draft Agenda

8:30 – 9.30	Registration of participants and welcome coffee
9:30 – 9:40	Opening by the Prime Minister (or Vice PM) Edi Rama
9:40 – 9.55	Welcome words by the Minister of State for Standards and Service Delivery Milva Ekonomi
9.55 – 10.05	EU Delegation (TBC)
10.05 – 10:15	Quality management as cornerstone of public administration reform Maja Handjiska Trendafilova, ReSPA Director
10.15 -10:45	The use of Quality management in public administration Nick Thijs, Senior advisor , SIGMA Q&A
10:45 – 11:15	Coffee break and networking
11.15 – 11.45	The state of quality management in Albania Tihana Puzic, expert Q&A
11.45 – 12.30	Quality Management & Change Management Panel discussion with participants from the region (Bosnia-Herzegovina, Macedonia, Serbia, Montenegro) moderated by Olivera Damjanovic, Programme Manager, ReSPA

12:30 – 13:45	Lunch
13.45 – 14.15	Effective implementation of QM in public administration Thomas Prorok, Director, KDZ Austria
14:15 – 15:15	Inspiring practices <ul style="list-style-type: none"> • CAF cases Slovenia, Bulgaria • Inspiring ISO , process mapping - min fin, centre registration business (BKO), Q&A, conclusions: Thomas Prorok
15:15 – 16:00	The quality management road ahead in Albania Round table discussion with Albanian actors, SIGMA and ReSPA SIGMA moderates
16.00 – 16:10	Conclusions Minister Milva Ekonomi
16:10 –	Closing cocktail for participants