

First Quality Conference for Public Administrations in the EU

Lisbon, Portugal 10, 11 and 12 May, 2000.

Three Innovative case studies

Swedish Customs Administration

Open Customer Systems in the Swedish Public Employment Service

The System for Self-Service Access to the Swedish Vehicle Registry

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Sharing Best Practices

The first EU-level quality conference took place in Lisbon, Portugal on 10th, 11th and 12th of May 2000. All fifteen Member States and the European Commission supported the conference and participated in the proceedings. Forty-five case studies of best practice were contributed from all Member States. The Innovation Journal is publishing three of the most innovative case studies. They are Swedish Customs Administration, Open Customer Systems in the Swedish Public Employment Service, and The System for Self-Service Access to the Swedish Vehicle Registry. These case studies were submitted to The Innovation Journal by Richard Murray of the Government of Sweden.

Background

At their meeting under the Austrian EU Presidency in Vienna in November 1998, the Ministers responsible for public administration in the EU Member States agreed that an international conference on the best practice in administrations in the EU should be organised under the Portuguese Presidency in the first half of 2000. The Directors General of EU public administration oversaw the preparations for the event.

Objectives of the Conference

The main objectives of the conference were to explore the experiences and achievements of the fifteen administrations in seeking high standards in public services, using of a variety of approaches and methods. It is hoped that the conference will lead to more international co-operation and exchanges in the field of constant development and improvement in public services. In addition to the case studies, which were presented in four parallel thematic sessions, the conference included plenary presentations from leading authorities. The distinguished guest list included senior figures from Member States' administrations, the EU institutions and leading institutions in Europe.