



**Learning to build  
Europe**



Institut Européen  
d'Administration Publique  
European Institute  
of Public Administration



**EPSA 2009 Official Launch  
20 October 2008, Paris (FR)**



European Public Sector Award



Institut Européen  
d'Administration Publique  
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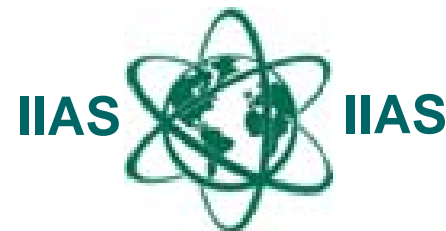
## *Institutional and Co-financing Partners:*

- EU Commission 
- Bulgaria 
- Denmark 
- Germany 
- Spain 
- Italy 
- Cyprus 
- Lithuania 
- Luxembourg 
- Hungary 
- Netherlands 
- Austria 
- Poland 
- Romania 
- Sweden 
- Switzerland 

## *With the support of:*

**IIAS**

International Institute of  
Administrative Sciences



# EPISA 2009 Themes

## Performance Improvement in Public Sector Delivery

- ✓ efficiency, effectiveness and productivity of public service provision
- ✓ shared service centres
- ✓ reducing bureaucracy and cutting red tape for the benefits of the citizens
- ✓ customer satisfaction measurement and management
- ✓ impact assessment of service delivery
- ✓ high quality management (e.g. CAF, ISO, EFQM)

## Citizen Involvement

- ✓ new methods of citizen consultation and participation
- ✓ co-design, co-production, co-planning in policy/service making
- ✓ co-assessment and comprehensiveness
- ✓ gender aspects

## New Forms of Partnership Working

- ✓ interregional, cross-border and/or trans-national cooperation and territorial collaboration
- ✓ public-public partnerships, public-private partnerships, public-third sector, public-NGOs relationship
- ✓ shared and collaborative responsibility
- ✓ inter- or cross-administrative collaboration
- ✓ innovative processes of inter-municipal cooperation or cluster related processes

## Leadership & Management for Change

- ✓ improvement and leadership development of the top-senior public managers
- ✓ ethics and improvement of attractiveness of the public sector
- ✓ gender aspects



# EPSA 2009 Milestones & Time Frame

1 Jul.

Decision by the BoG on EPSA 2009

20-22 Oct.

Official launch of EPSA 2009 at 5 QC, Paris

Nov.

Info Day at EC premises

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Opening of call for applications

1 Jan. – 20 Mar.

On-line evaluation

20 – 24 April

Consensus meeting

25 – 26 May

On-site visits of short-listed projects and final selection

June – July

Production of comparative analysis of each theme award

October

Production of best-practice catalogue/manual

Award ceremony and symposium in Maastricht

5-6 Nov - tbc

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## ***EPSA TEAM at EIPA***

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