

Building Administrative Capacities of the Western Balkans and the Republic of Moldova – BACID II - ReSPA

DGH Forum

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BACID II

1. Setting of ReSPA QM centre
2. Regional study on service delivery
3. The vision of ReSPA QM center
4. Current activities of ReSPA QM center
5. Future activities

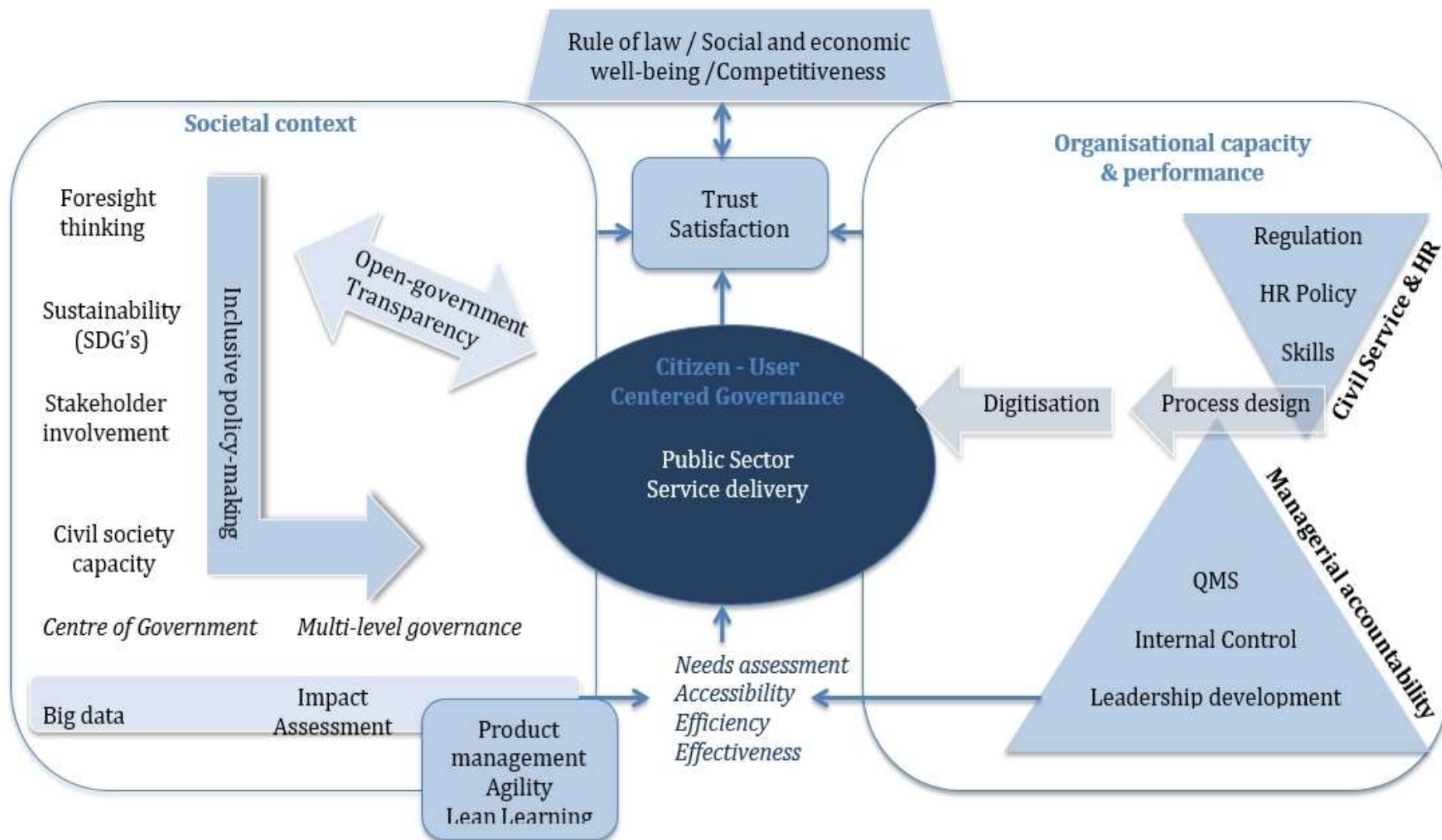
Setting of ReSPA QM centre

General findings on role of QM...Knowledge Gap...!

- *QM topic has been growing (39%) and even rapidly increased (7,5%) over the past 5 years.*
- *In all the countries respondents & institutions wish for a bigger role for QM on the PAR agenda*
- *Knowledge gap on the PAR strategies!!!*
- *“Promotion or awareness initiatives” ?*



Regional study on service delivery



The vision of ReSPA QM center

Vision

Better ^{quality} public services for citizens

VISION

ReSPA QM-Centre

Mission

Centre for excellence in quality

CENTRE of EXCELLENCE

Provide leadership in supporting the development of the business in MS through ISO / QS

Excellence in Public Administration for citizens

Better services for citizens

DISCOURSE

RESEARCH AS A FACTOR OF MS GOVERNMENTS IS A QM CENTER

CONNECTED WITH PARTNERS

ISO 9001 CERTIFIED WITH AN INDEPENDENT LABS

ReSPA QM CENTER CAP NETWORK ESTABLISHED IN THE MS REGION

Partnership with MS for support

TASKS SERVICES

HUB of CONSULTANTS

Networking

Supporting MS SMEs and MS MSU

Mission / Outcome / Tasks / Services

Vision:

Better quality of public services for citizens

Mission

1. To improve quality of services towards citizens and stakeholders
2. Serving / Leading the region on its path towards excellence
3. Centre for excellence in Governance
4. Centre of excellence
5. Regional centre for supporting the achievement of excellence of PA institutions in WB Through CAF/QM tools
6. Excellence in Public Administration for citizens...
Better services for citizens

Outcome

1. Recognised as a partner of WB governments as a QM centre
2. Connected with partners
3. ReSPA QM Centre with new Members/ Costomers/ Clients
4. ReSPA QM Center – CAF network established in the WB region
5. ReSPA QM Centre – overburdened with asks for support

Tasks/Services

1. ReSPA acts as a Think Tank in asurance of quality of services in the WB
2. Hub of consultants
3. ReSPA supports agile & human-centred design change who serves QM centres in the region
4. ReSPA supports networking among institutions who implement QM instruments
5. ReSPA supports the quality of innovative public services
6. Regional Centre for QM and process optimization in PA

Current activities of QM center

Current activities of ReSPA QM center

- Collecting and providing information about QM instruments and CAF
- Tailored made QM related trainings
- CAF facilitation
- acting as a hub for QM professionals in WB's
- CAF in ReSPA
- ReSPA homepage and CAF information

CAF in ReSPA

- QM capacity building in ReSPA
 - QMS implementation in ReSPA
 - QM training / capacity building for ReSPA staff
 - PEF process

RESPA CAF webpage

- Intro
- CAF Brochure
- CAF document center

ReSPA QM centar

[Intro](#)

[CAF Brochure](#)

[CAF Document Centre](#)

Upcoming events



Davula Governance Hub Forum (DGH) - Establishing CAF Structures and Resource Centres and ReSPA Quality Management (QM) Working Group Meeting

11.11 - 03.11.18 Meeting



Ministerial Conference on Digital Transformation: Reinventing Public Administration for Digital Age

12.11 - 12.11.18 Conference



ReSPA is organizing the Working Visit to the Government of the Republic of Latvia

20.11 - 21.11.18 Meeting

[Events calendar](#)

ReSPA news



Working Breakfast with the diplomatic representatives

01. October 2019



ReSPA Programme Committee Meeting

08. October 2019



[News archive](#)

CAF intro

RESPA mission and vision

In accordance with its mandate, defined by the Agreement Establishing the Regional School of Public Administration (ReSPA Agreement), ReSPA will keep pursuing its vision and mission.

The **vision**: ReSPA is an inter-governmental innovative regional hub for policy research, knowledge sharing, regional cooperation and networking in the field of public administration.

ReSPA's **mission** is to improve regional cooperation, promote shared learning and support the development of public administrators within the Western Balkans and, through this, support integration into the EU.

General description of ResPA Quality Management centre

Based upon the assessment of the current state of affairs on Quality Management in the Western Balkan countries presented in ReSPA studies in subject on the one hand and the role(s) and activities expected from ReSPA to play in this regard the following main building blocks of the ReSPA regional QM Centre are foreseen:



Future activities

Future activities

- QM activities

- Short term visibility
- Long term plan
- Crucial role for the QPAS group
- QM narrow and large scope (QM Centre -> Excellence Centre/Centre of Quality PA)
- Possible follow up to CAF pilots

Peer with us ...

[Regional School of Public Administration](#)

www.respaweb.eu

