

**55<sup>th</sup> EOQ Congress**  
World Quality Congress  
Budapest, Hungary - June 20-23, 2011

"Navigating Global Quality in a New Era"



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## **June 20, 2011 (Monday)      Pre-Congress Seminars**

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**KEMPINSKI HOTEL CORVINUS  
REGINA BALLROOM II.**

**Erzsébet tér 7-8, Budapest V.  
Monday 10:00 – 16:00**

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### **3.2. QUALITY IN PUBLIC ADMINISTRATION**

**Session Chair:** *Viktor Horváth, Ministry of Public Administration and Justice, Hungary*

#### **11.45 Best Practice Case from the European Network "Quality Cities"**

*Jan Björinge and Johan Gammelgard, Quality Cities and City of Umea, Sweden*

**Björinge, Jan** (Sweden)

He earned Bachelor of Economics degree at Handelshögskolan, Stockholm. In the 1980s he was president, vice president and treasurer of the National Council of different Swedish Youth Organizations, even he was youth delegate to the United Nations, New York. In 1999 he became Board Secretary of the Swedish Association of City Managers. Today he is President of Quality Cities, adviser of the government committee on welfare development and of the national e-government committee, National Association of Municipalities. Beginning from 1999 he is City Manager in town Umeå.

## **Best Practice Case from the European Network "Quality Cities"**

### **Best practice Case for the 55<sup>th</sup> EOQ Congress, Budapest, Hungary**

Case title: European network Quality cities and the City of Umea  
Country: Sweden  
Organisation: Quality cities and the City of Umea  
www homepage: [www.q-citiesnet.eu](http://www.q-citiesnet.eu) & [www.umea.se](http://www.umea.se)  
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Level: Local government  
Sector: General administration

#### Short description of the case:

Quality cities is a non-profit organization promoting quality and innovative policies in local administration. Q-cities membership consists of European cities and institutions with experience and expertise in quality administrative policies.

Umea is president of the Q-cities network

We will give a presentation why, - Umeå is the fastest growing city in Sweden. - the index of quality has risen by 22 % in 2 years. - the results of a survey among the employees has increased for the eight year. - Umeå won the award, Swedish city of quality.

- Umea will be the European Capital of Culture 2014

#### Main feature of the case:

- European network Q-cities
- Committed leadership in translating vision into action
- Strategic planning for achieving the targets set

#### Key words:

Q-cities, Best practise, external evaluation, performance management