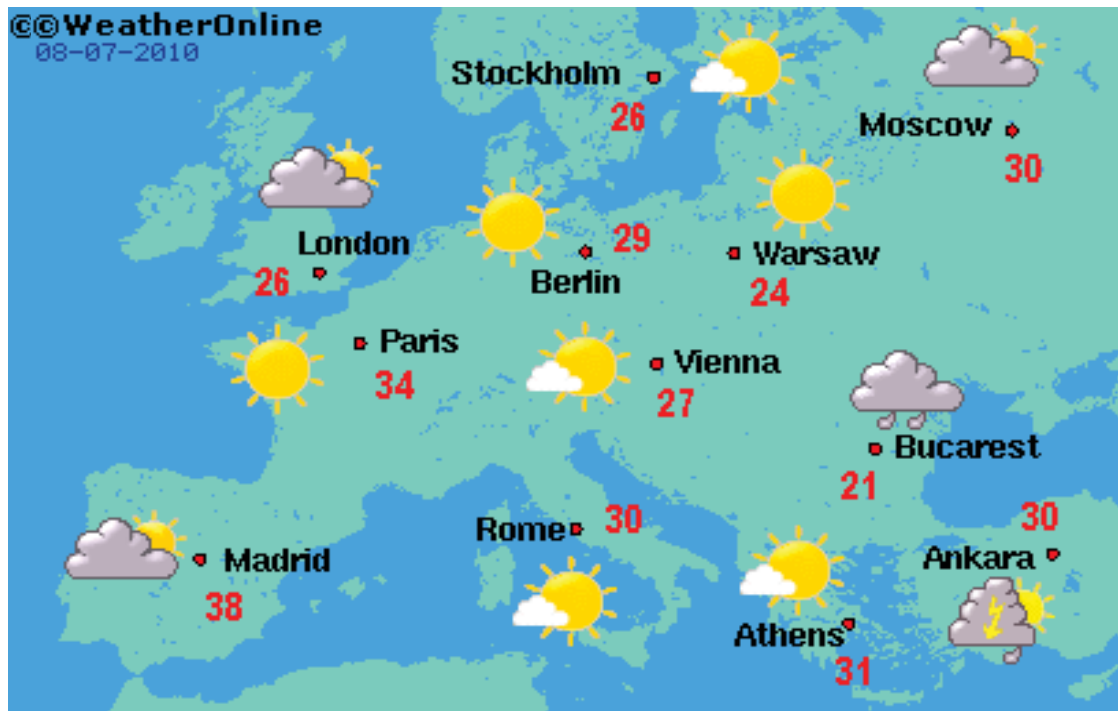


Start of presentation of City of Umea & Quality Cities. Come light...





Umeå 2014



Ice Hotel Jukkasjärvi



- Ice Bar
- Sami Hut
- Showroom

- Competitions
- Ice Artworks
- Concerts etc

## Umea Tour 2013

London  
Brussels

Milano

Copenhagen

Amsterdam

Paris

Budapest

Marseille

Barcelona

Berlin

Munchen



**European  
Public Sector  
Award 2007**  
“Best innovations”

**Best City of  
Economic Growth  
2008**

**EU Golden Star Award**  
2008 for **Quality Cities**

**Best City-  
Web 2010**



**European Capital of  
Culture 2014**

**Swedish Quality  
Award for**

**Municipalities 2005**

**Most rapid broadband in  
the western world 2010**

**Best City for Youth  
2008**

**Best City of ICT in  
Sweden 2007**

**UMEÅ - The Winning City**

**Best City for  
Students 2006**

**International Leisure  
Innovation Prize 2010**

**United Nations  
Public Service  
Award 2008**  
“Best delivery of  
service”

# The Umeå Way

- We are breaking new ground



Reports to  
400 politicians,  
115 000 citizens

Self-instructing

Interior quality  
(HR, work environment)

Decision making portal; sharepoint/office

Customer quality  
indicators

Time-  
saving

Individually tailored  
indicator screen for 400  
leaders

Controlling

Understanding

Planning  
finances

**We have a mission**  
**from perhaps the world's most generous**  
**and demanding citizens**

**We have a vision**  
**- The world's best**  
**living environment in 2050**

# **We choose position**

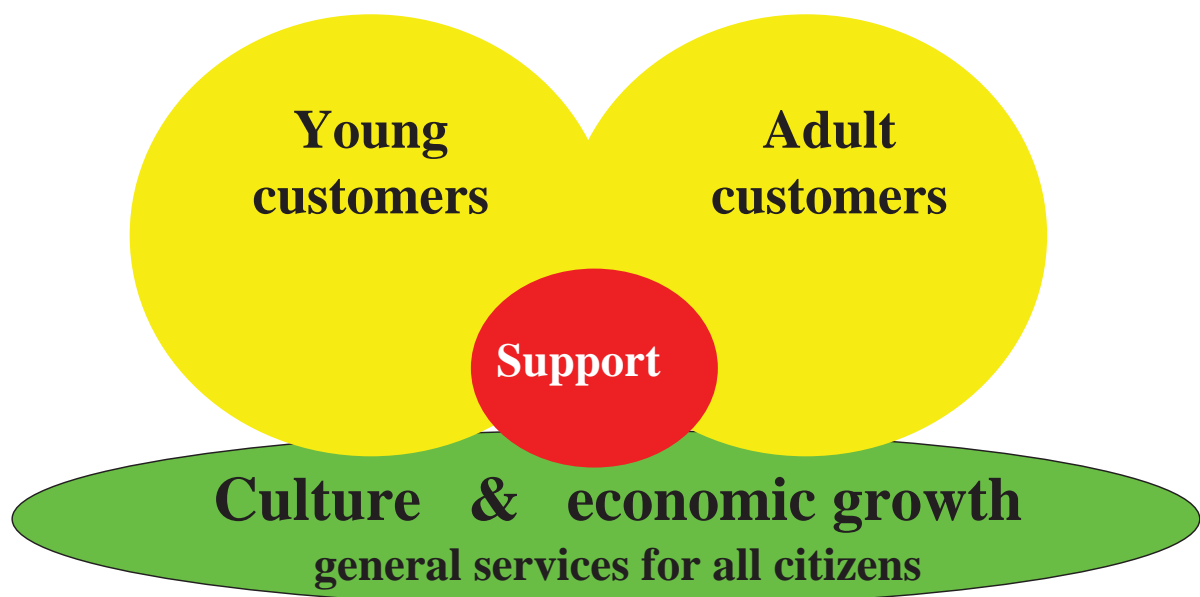
# **We have a set of values**

We make each other better and  
better in our roles,  
to create better and  
better results for our citizens

# Coordinated organization



## The New Umea Organization





# New professional organization

## Political committees

CITY COUNCIL (65 councillors)

SCHOOLS  
ADULT EDUC.  
SOCIAL WELF.  
LOCAL COMM.  
LOCAL COMM.  
LOCAL COMM.  
EXECUTIVE  
CULTURE  
LEISURE & SP.  
CITY PLANN.  
ENVIRONM.

One coordinated organization for everything

SUPPORT

ADULTS

Customer perspectives

YOUNG

Customer perspectives

CULTURE & ECONOMIC GROWTH

Citizens perspective

# Quality Award – Workplace of the year



**Sandaliden skola  
2008**



**Kvinnoboendet Hera  
2009**



**Städservice samt  
Miljö- och hälsoskydd  
2010**



**Förskolan Karlavagnen  
2005**



**Linneaskolan  
2006**



**Umeå Turistbyrå  
2007**

# Establishing in 2011 Q-cities Quality Award

## Q-cities European Network of Quality Cities

- non-profit organization
- established 2007
- promoting quality and innovation
- membership consists of European cities



## The Mission of Q-cities

Create a joint platform for exchanging experience and expertise on ways of improving the quality of the public services provided to the European citizens.

Establish an interactive framework for creative dialogue among all interested parties regarding the quality and efficiency of the public services and local administration.

Develop sustainable "quality procedures", based on the citizens' expectations and needs, enabling the European Local Authorities to maximize the benefits.

## Members of Q-cities

- Amaroussion, Greece
- Fonte Nuova, Italy,
- Ghent, Belgium
- Lakatamia, Cyprus
- Limassol, Cyprus
- Nea Ionia Magnesias, Greece
- Ploiesti, Romania
- Strovolos, Cyprus
- Umea, Sweden
- Upplands Vasby, Sweden
- Vara, Sweden
- Voula, Greece
- Xanthi, Greece

www.q-citiesnet.eu

QUALITY FOR CITIZENS

Q-Cities  
quality cities

Give your Opinion   Become a Member   Best Practices by Q-Members   EU Funding Opportunities   Members' Area

Find us on Facebook

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Welcome to Q-Cities!   Network News

European cities network promoting quality and innovations in local administration...

GOLDEN STARS AWARDS 2008

Municipality of Amaroussion is being awarded by the European Commission with the European prize "Golden Stars 2008" for its initiative of establishing the 1st European Network of Quality Cities with the title "Q-Cities".

use more...

New Announcement!   What's New

Continuation of EU Funding for Q-Cities' Initiatives for the Years 2012, 2013

It happens now in Europe!

Not to miss

European Quality Conference

September 18th to 20th - Umeå University

Culture as a driving force for Quality

2014 UMEÅ CAPITAL OF CULTURE

Awards / Distinctions

## Q-cities Conferences

1st - 3rd European Quality Conference on Administrative Innovations  
2004-2007,  
Amaroussion, Greece

International Quality Congress for Local Authorities 2010  
Ghent, Belgium

# Q-cities Conferences

## European Quality Conference - for Local Authorities

"Culture as a driving force for Quality"

September 18th to 20th 2011, Umeå Sweden



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