

Country profile questionnaire

Goal: Mapping the State of Affairs regarding the institutionalisation of Quality Management in the EU Member States and candidate countries

Country	
Send-out date (EIPA)	
Planned return date	

Representatives of these ministries/departments/agencies have contributed to the answers given in this survey	
Please indicate here if one of the names given above should not be mentioned in the Acknowledgement section of the published report	

Please provide concise yet detailed answers to the following questions, including references to relevant websites and the names of the involved government bodies / agencies.

Question 1 – Quality Management Systems

What are the predominant <i>Quality Management Systems</i> adopted by public sector organisations in your country, and are they implemented voluntarily or mandated by regulations?

Possible Answer components:

- Systems such as: ISO (with or without certification), Common Assessment Framework (CAF), EFQM, nationally developed systems (please specify), Balanced Scorecards, or other options (please specify).
- Guidelines are available to facilitate the implementation of Quality Management Systems within the country (please specify).

Strategic Documents & Policy

Question 2 – Strategic Documents & Policy

How is *Quality Management* advocated for within the strategic & policy documents of the government in your country?

- **Possible Answer components:**
Quality Management is part of national / regional / local strategic documents, directives, charters and/or initiatives of public sector organisations.

Leadership / Structure

Question 3 – Leadership & Structure

How is *Quality Management* implementation coordinated in the public sector of your country?

Possible Answer components:

- Quality Management standards, approaches, and tools are overseen and promoted at a high level through a centralised coordination system, often facilitated by a government body, ministry, or agency, etc.

- The approach is decentralised... (please provide further explanation on how it is organised then).

Core Values

Question 4 – Quality as a Core Value of Public Administration

To what extent has the government authority monitored and evaluated the quality of public services over the last decade?

Possible Answer components:

- A public entity conducts regular (or irregular) surveys / assessments to assess citizen satisfaction.
- Assessments regarding the quality of public services are conducted at national, regional, or other levels (please specify).

Resources

Question 5 – Financial support

Are funding options accessible for public sector organisations to support the implementation of *Quality Management*?

Possible Answer components:

- *Quality Management* is a mandated part within the budgets of public sector organisations.
- Funding options are available through the central / regional government.
- EU funding is available / facilitated for... (please specify).

Question 6 – Material / Expert support

What types of support are available to public sector organisations in your country for implementing Quality Management, such as publications, expert assistance, and informational materials?

Possible Answer components:

- A government body or related agency provides:
 - **information materials** regarding *Quality Management* implementation (e.g. general information, guidelines,...)
 - **tools** that aid *Quality Management* implementation (e.g., templates, assessment tools)
 - **support by external experts / consultancy**

Communication and Information

Question 7 – Communication efforts

What communication efforts are utilised in your country, to increase awareness within public sector organisations regarding the importance of *Quality Management*?

Possible Answer components:

- A government body or agency regularly / irregularly disseminates **promotional content** via digital platforms, such as social media, blogs, and websites, as well as through printed materials in both English and/or national language.
- Government bodies or agencies host occasional **promotional events**, both online and in-person, to raise awareness about *Quality Management*.
(there is likely some overlap with conferences aimed at best practice exchange, which is mentioned in the next question)

Capacity Building

Question 8 – Training

What opportunities for knowledge exchange like trainings / conferences exist for public sector officials in your country to enhance their expertise in *Quality Management* implementation?

Possible Answer components:

- Basic and/or specialised training on implementing *Quality Management Systems* is available, both online and/or in-person (example for specialised could be: train the trainers, external evaluation, auditing, facilitation).
- National or regional conferences for exchanging best practices / networking are held regularly / irregularly.
- Benchmarking among *Quality Management* practitioners is supported through platforms / databases showcasing best practices in your country.

Rewarding Quality & External Validation

Question 9 – Rewarding Quality

Are there awards or mechanisms to recognise exemplary *Quality Management* inside public sector organisations in your country?

Possible Answer components:

- There are awards given e.g. National / Regional level recognises excellence in *Quality Management* within public sector organisations.
- The participation of national organisations in international awards is facilitated.

Question 10 – Certification/external feedback

Are public sector organisations supported in obtaining certification / external feedback for their implementation of *Quality Management Systems* in your country?

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Possible Answer components:

- External entities provide support / facilitate / provide feedback to assist in the validation of work done by an organisation *Quality Management*.
- Certification / External feedback for the efforts of a public sector organisations regarding *Quality Management* are mandatory / encouraged and actively supported (e.g. via digital platforms facilitating feedback / audits / certification).

Question 11 – Additional remarks

The previous questions tried to reflect on possible aspects of a national environment that are likely aiding an active implementation of *Quality Management* in the public sector.

If any aspects of your country's environment has not been addressed, please indicate them here and explain how they influence the implementation of *Quality Management* in the public sector.

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