Improving the Quality and Cost-Effectiveness of Public Sector Business Processes
January 28 – January 30, 2014

Workshop Report

January 31, 2014
Improving the Quality and Cost-Effectiveness of Public Sector Business Processes

Work can be thought of as a series of steps that flow through traditional departmental boundaries, intertwining with the lives of customers and service users. These flows are called business processes and their design, management and improvement are leaders’ main responsibilities. The aim of this workshop was to give participants sufficient knowledge of process management and improvement concepts so that they can assess and improve the main business processes in their organizations.

Topics covered:
- Identifying areas of services that are most valuable;
- Prioritizing improvements to have the greatest impact;
- Identifying and removing the causes of waste in processes;
- Aligning information, business and human resources processes to support improvement;
- Establishing and leading improvement programs.

Lecturer:
- Brendan McCarron, BSc, MBA, SnrMASQ, MInstRE

Participants:
There were 15 participants from Albania, Bosnia and Herzegovina, Kosovo, Moldova, Slovenia and Turkey.
Evaluation:

**Overall satisfaction with the course**

- 5 - very satisfied: 4
- 3
- 2
- 1 - not satisfied

No. of all responses: 14, Average mark: **4.71**

**The workshop met my expectations**

- 5 - very much: 8
- 4
- 3
- 2
- 1 - not at all

No. of all responses: 14, Average mark: **4.57**

**Selected Participants’ Comments:**

- Very dynamic workshop. Lots of exercises.
- I’m planning to use knowledge gained at this workshop in our project (internal control system) during identifying process and improving defined process.
- I think I gained a lot of useful information regarding to all the topics.