

EUROPEAN PRODUCTIVITY NETWORK (former EANPC)

Seminar 23-24 October 2003

TNO Work and Employment, Hoofddorp/Leiden, The Netherlands

Labour productivity in public and private services. How to improve performance and how to measure it.



Participants: Otto Schweizer; Austria, Sim Moors; Belgium, Georgi Shivarov; Bulgaria, Peter Rehnström, Tiina-Mari Monni, Jorma Korhonen, Jussi Okkonen, Jukka Sädevirta; Finland, Norbert Matrai, Attila Gurabi; Hungary, Frank Pot, Sofia Vaas, Tobias Kwakkelstein, Edvin de Vos; The Netherlands, Viorel Buruiana, Tudor Finat; Romania, Milan Gregor, Isao Matsuda; Slovak Republic, Lynton Perry, Amrik Singh, United Kingdom, Carl Thor; USA

Thu 23.10.2003

Welcome by Frank Pot, Host

Opening by chairman Peter Rehnström, president EANPC

Sofia Vaas (NL;TNO) Labour Productivity is back on the political agenda (link powerpoint)

Carl Thor (USA; JarretThor) Performance measurement in services (link powerpoint)

Jussi Okkonen (FIN; Tampere University of Technology) Measurement of labour productivity in information intensive organisations (link powerpoint)

Tobias Kwakkelstein (NL; TNO) ICT and labour productivity in governmental organisations. Results from a casestudy. (link powerpoint)

Jukka Sädevirta (FIN; Commission for Local Authority Employers) The use of Strategic Human Resource Management in the Development of the Effectiveness of Local Authorities

Fri 24.10.2003

Otto Schweizer (A;WIFI) Performance and productivity in privatised services (link powerpoint)

Edvin de Vos (NL;TNO) Performance indicators in public and private social security agencies (link powerpoint)

Jorma Korhonen (FIN; Employment and Economic Development Centre) The use of a simple method for consultants in productivity development in SME's in the service sector