

Agenda
Workshop on Innovation and Quality in Government
for 5th Global Forum on Reinventing Government
Mexico City, 3-6 November 2003

Ash Institute for Democratic Governance and Innovation, Harvard University

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Ford Foundation Innovations Liaison Group

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Government of Mexico

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American Society of Quality

The workshop on innovation and quality will present analytical frameworks for understanding public sector innovation and quality and apply these frameworks to twelve real-world cases from around the world. The framework for identifying innovation, understanding its evolution, sustainability, and its consequences—both intended and unintended—will be presented by leaders and awardees of the global Ford Foundation innovations awards programs. The American Society of Quality will analyze quality in government. Both analytical frameworks will be grounded in exemplar cases from around the world.

The Workshop organizes the theory and cases summarized above into six themes corresponding to Mexican President Fox's "Six Government Strategies":

1. **Government that costs less.** Reduce spending that does not add value, in order to provide society with greater benefits.
2. **Quality government.** Maintain a firm and ongoing commitment to quality in the services it offers citizens.
3. **Professional government.** Attract, motivate, develop and retain the best women and men in the public sector.
4. **Digital government.** Take maximum advantage of information and telecommunication technologies, not only to reduce corruption, but also to increase efficiency and provide services of the highest quality.
5. **Deregulated government.** Eliminate excessive red tape.
6. **Honest and transparent government.** Win society's confidence in its government.

Wednesday, 5 November

9:00-9:30	Introduction and Analytical Framework
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Innovation and Quality in Government: A Theoretical Framework, Dr. Enrique Cabrero, CIDE

1. What do we mean by “innovation?”
2. Drivers
3. Enablers and Blockers
4. Intended and Unintended Consequences

9:30-11:30	Session 1 - Quality Government
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1. **Strategic Theme Overview and Moderator, Greg Watson, former Chair and President, American Society of Quality (US)**
2. **Florida Department of Revenue, Speaker TBD**
3. **Implantación de un Modelo de Calidad de la Atención, Speaker TBD, Comisión Nacional de Arbitraje Médico (CONAMED)**
4. Polling of Audience
5. Discussion

11:30 - 12:00	Break
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12:00 -13:30	Session 2 - Digital Government
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1. **Strategic Theme Overview and Moderator, Gonzalo de la Maza, Citizenship and Public Management Program, University of Chile**
2. **Interactive Participatory Budgeting, Municipality of Ipatinga, Brazil, Chico Ferramenta, Mayor**
3. **Instituto Mexicano del Seguro Social (IMSS), speaker TBD**
4. Polling of Audience
5. Audience-Panel Moderated Discussion

13:30-15:30	Lunch
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15:30-17:00	Session 3 - Deregulated Government
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1. **Strategic Theme Overview and Moderator**, *Tito Bracamonte, Director, Participation and Local Government Program, University of Peru*
2. **The Inter-Municipal Environment Program, Chile**, *Pedro Mendizabal, General Secretary*
3. **Las Herramientas de Simplificación Regulatoria (HSR)**, *Secretaría de la Función Pública*
4. Polling of Audience
5. Discussion

Thursday, 6 November

9:00 – 9:30	Analytical Framework – Part II
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“The Role of Open Invitation Awards Programs in Accelerating Impact in Local and State Government,” *Michael Lipsky, Ford Foundation, Demos, New York, and Georgetown University Public Policy Institute*

9:30-11:30	Session 4 - Government that Costs Less and is Professional
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1. **Strategic Theme Overview and Moderator**, *Yu Keping, Director, Innovations and Excellence in Chinese Governance, China Center for Comparative Politics and Economics, China*
2. **Re-Shoma Road Maintenance Service Delivery Innovation Project, Limpopo Province, South Africa**, *Dr. Sean Philips, Head of Department of Public Works*
3. **Estrategia de Transformación Institucional y Orientación al Cliente**, *Speaker TBD, Nacional Financiera (NAFIN)*
4. **Strategic Theme Overview and Moderator**, *Rhoda Kadalie, Executive Director, Impumelelo Awards Trust, South Africa*
5. **Reinventing Public Service, Province of Bulacan, Philippines**, *Governor Josie de la Cruz*
6. **El Servicio Profesional Electoral**, *Instituto Federal Electoral (IFE), Speaker TBD*

7. Polling of Audience

8. Discussion

Thursday, 6 November

11:30 - 12:00	Break
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12:00-13:00	Session 5 – Honest and Transparent Government
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1. **Strategic Theme Overview and Moderator**, Luz Lopez Rodriguez, Director, Galing Pook Foundation, Philippines
2. **Public Meeting of the Standing Committee of the People's Congress of Huiyang Municipality**, Liping Wu, Director, Research Center of People's Congress of Guiyang Municipality, Guizhou Province, China
3. **Petróleos Mexicanos (PEMEX)**, *speaker TBD*
4. Polling of Audience
5. Discussion

13:00-13:30	Analysis and Wrap-up
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Moderated Panel Discussion with Audience with Winthrop Carty, Kennedy School of Government, Greg Watson, American Association of Quality, and TBD, Government of Mexico

Workshop concludes.

17:00	Analysis and Reporting Back
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Analysis and Reporting back to Plenary Session on Workshop's Critical Findings, Winthrop Carty