

Project Partnership

Josefsheim Bigge,
Germany
www.josefsheim-bigge.de



The Cedar Foundation,
Northern Ireland
www.cedar-foundation.org



Gruppe Norddeutsche
Gesellschaft für Diakonie,
Bugenhagen Berufsbildungswerk,
Germany
www.bugenhagen.de



Valakupiai Rehabilitation Centre,
Lithuania
www.reabilitacija.lt



Stiftung Liebenau,
Germany
Austria, Switzerland, Bulgaria
www.stiftung-liebenau.de



Panagia Eleousa,
Greece
www.ergpanel.gr



Technische Universität Dortmund,
Germany
www.tu-dortmund.de



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Organisational details

The symposium will be held in English. We will provide simultaneous translation into German.

Joint organisers:

TU Dortmund, Josefsheim Bigge,
European project partnership BEST Quality

Venue:

Internationales Begegnungszentrum (IBZ)
der Technischen Universität Dortmund
Emil-Figge-Straße 59
44221 Dortmund
Germany

Costs:

There will be no charge for attending the symposium. Food and drinks served during the symposium are provided free of charge. Travel and hotel expenses will not be reimbursed. Please see www.dortmund-tourismus.de for hotel recommendations.

Registration:

Please register before 10th of September, 2010. Fill in the attached registration form and send it to Josefsheim gGmbH
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For more information please see
www.best-quality.eu.

PROGRESS Project



Quality: Vision Impossible?

Final symposium of the BEST Quality project

22 September 2010

BEST Quality

Which quality management systems are available for social service providers in Europe? What do they specialise in? What can be standardised throughout the continent? Which quality management systems fulfil the needs of service providers and service users as well as the standards set by the European Commission? These questions were addressed by the BEST Quality project partnership.

Answers will be given at the final symposium.

The participants will have the opportunity to discuss the project results from different perspectives: service providers, service users, policy makers, economists as well as other relevant stakeholders.

Service providers will be provided with a self evaluation instrument to help them to identify the quality management system that best fits their needs.



Agenda

10:00

Registration and welcome coffee

10:30

Greeting

Prof. Dr. Walter Grünzweig,
Prorector at the Technische Universität Dortmund

Welcome address

Dr. Theodor Michael Lucas, Spokesman of the Board of
the JG Group, Cologne

10:40

Promoting the quality of Social Services of General Interest

Concetta Cultrera, European Commission, DG Employment, Social
Affairs and Equal Opportunities, Brussels

10:55

Indicators and quality of social services in a European perspective

Stephen Mathews, Chief Executive of The Cedar Foundation,
Northern Ireland

11:15

PROGRESS project BEST Quality

• Project presentation

Hubert Vornholt, Josefsheim Bigge

• Results of the survey about QM systems for social services

Dr. Rainer Wetzler, TU Dortmund

• Recommendations made to social service providers

Dipl. Reha. Päd. Stefanie Frings, TU Dortmund

12:30

Lunch break

13:30

Keynote speech: Social organisations caught between the conflicting demands of social responsibility and economic success

Prof. Dr. Frank Schulz-Nieswandt, University of Cologne

14:00

Panel discussion on the topic: "Focus on Quality"

Invited panel discussion participants:

■ Helmut Heinen

Head of the European Co-ordination forum for the Council
of Europe Disability Action Plan 2006-2015

■ Dr. Fritz Baur

Regional Authority of Westphalia-Lippe

■ Guus van Beek

European Platform for Rehabilitation

■ Dr. Berthold Broll

Chairman of the Board of Stiftung Liebenau

■ Oliver Tomaszewski

Heinrich-Haus, Neuwied

■ Dirk Jarré

EURAG, European Federation of Older Persons

■ Dr. Theodor Michael Lucas

Spokesman of the Board of the JG Group

■ Marie-José Schmitt

AEH – European Action of the Disabled

15:30

Future prospects and final words

Prof. Dr. Elisabeth Wacker, TU Dortmund

15:45

Conclusion of the Conference / Coffee

