



HD
European Consulting Group

Newsletter



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Public Sector Consulting

- **New project won: Support to the National Judicial Academy**

HD ECG, in cooperation with its partners Human Dynamics, Cifesa and Acer Institute, has won EU funded project “Institutional Strengthening of the Judicial Academy”. The objective of the project is to strengthen the rule of law and promote sound functioning of the judiciary in the Republic of Serbia through support to the Judicial Academy (Judicial Training Centre) in improving the quality of its programmatic activities and fulfilling its important role with respect to raising the professional qualifications of judges, prosecutors, and other legal and judicial personnel.

The Project is designed to provide a combination of technical assistance to strengthen the Judicial Academy as an institution and programmatic support for key activities. This will help the Judicial Academy to more effectively and efficiently fulfill its important and expanding role in raising the professional qualifications of legal professionals and court employees.

- **Project in implementation: Support to the Health Care Accreditation Agency**

Launch conference of the EU funded project of the Ministry of Health of Republic of Serbia “Establishment of the Public Agency for Accreditation and Continuous Quality Improvement of Health Care in Serbia” was held on September 3, 2009. HD ECG participates in the project implementation along with its international partners EPOS, NICE and CHKS.

The Ministry of Health, the Health Insurance Fund, the network of Institutes of Public Health, the Chambers of Health Professionals, the faculties of medicine, are all involved in the field of quality

assurance, quality management, as well as continuous quality improvement and the new Accreditation Agency is implementing the health standard measures.

The project's main objective is to support the initial activities in development of the Agency so that appropriate institutional, organizational and management arrangements, as well as system capacities are in place in order to perform national accreditation program for health care institutions in Serbia in a competent and self sustainable manner.

In the course of this project, the Agency for Accreditation of Health Care Institutions will be assisted in development of its role, functions, approach and processes within the overriding legal framework and the broad Serbian health system quality improvement strategy. The project will also support the continuous improvement of quality of health service delivery in the Serbian health sector by creating a balance between the professionally and/or institutionally driven internal quality improvement processes with the external assessment mechanisms.

- **Project Completed: Support to Unemployed and Human Resources Development**

The Final Conference of the project "Support to Unemployed and Human Resources Development" was held on September 3, 2009. Launched in June 2007, this EU-funded project has been implemented by GOPA, HD ECG, BBRZ and Help in collaboration with the National Employment Service and the Ministry of Economy and Regional Development of Republic of Serbia.

The project was implemented in Belgrade and Banat (Severnobanatski, Srednjobanastki and Južnobanatski counties). The goal of the project has been to contribute to decrease unemployment and support social cohesion in Serbia through development and implementation of active labour measures and employment programs that respond to the needs of three concrete groups of unemployed persons: long term unemployed, unemployed young people and persons with special needs. The project has been directed towards increasing capacity of the National Employment Service and adequate national and local factors to create and deliver active labour market measures, as well as to significantly increase chances for employment of 1,500 persons participating in high quality trainings created on the basis of labour market demands.

During the project, 95 trainings for 1,500 unemployed persons were organized, of which in 2008 more than 35% have found job after the successful completion of the trainings. As a result of the economic crisis in 2009, employers have been unwilling to hire new employees, so that percent dropped to 10.3% of the training attendants in the period January-April 2009 that found job prior to July 1, 2009.

"Support to Unemployment and Human Resources Development" represents the first project in Serbia which implemented active labour market measures under the EU model.

Private Sector Consulting

- **CESO assistance in ISO 9001 Certification process at ECG**

ECG is taking a big step in improving its own performance and by the end of 2009 it will implement ISO 9001:2008 international standard for quality. CESO Volunteer Adviser, Mr Lorne Duquette, will be sharing his ISO implementation experience and provide ECG with professional guidance and support in preparing our organization for certification. Our business processes and procedures will be reviewed and upgraded where necessary to incorporate the documentation needed in order to fulfill the requirements for a quality management system.

HD ECG is one of the three partners, along with SIEPA and Skills, chosen in Serbia by Canadian Executive Services Organization (CESO) to participate in the project of professional guidance and support to deepen and expand their capabilities and knowledge in establishing the private sector consulting business. CESO is a private, not-for-profit Canadian organization of Volunteer Advisers providing technical and managerial assistance to the private and public sectors in the developing countries around the world.

- **Reunion: Transformation Thinkers**

Danijel Pantic, Managing Partner of HD ECG, has participated at the Transformation Thinkers conference organized in Berlin from June 28 – July 4, 2009, by [GTZ](#) and [Bertelsmann Stiftung](#).

The [Transformation Thinkers](#) program is targeted at the rising generation of leaders from developing and transition countries. It is conceived as a forum for strategic reflection and the international exchange of experience. These meetings serve to enhance the strategic orientation and problem-solving capacities of experts likely to take on positions of leadership in their country. Knowledge and skills are conveyed by both experienced practitioners and leading scholars engaged in comprehensive political and economic reform.

The Transformation Thinkers conference has provided a forum for joint reflection on strategies to solve key problems associated with the transition to a market-based democracy, an opportunity for exchange with experienced agents of change and experts from the Bertelsmann Foundation's international network, as well as exchange with other leaders from developing and transition countries. The international exchange of knowledge, as well as strategic reflection with agents of transformation, is one key to the successful management of change. Networking among leaders committed to democracy and a market economy supports a worldwide community of democracies.