

HOW TO REACH SCANDIANO:

By plane:

The nearest airports are: Bologna, Guglielmo Marconi airport

Milan, - Malpensa or Linate airports - Orio al Serio (Bergamo), Ryanair.

By car:

Coming from Bologna: On the A1 take the exit signposted "Modena-Nord", follow road signals to Reggio Emilia; After the town of Rubiera and Bagno, turn left towards Scandiano-Arceto.

Coming from Milan: On the A1 take the exit signposted "Reggio Emilia", then take Statale Street 467 (towards Sasuolo).

By train or bus:

From both airports of Bologna (www.bologna-airport.it), or Milan (www.sea-aeroportoimilano.it), there is a shuttle service to the respective railway station. (www.malpensashuttle.it/mil-bologna.thm) From both train stations there are train lines to Reggio Emilia (www.trenitalia.it)

- from Bologna to Reggio Emilia: est. time 35'.

- from Milan Central station to Reggio Emilia: est. time 1 hr.



For further information: International relationships office

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COMUNE DI
SCANDIANO



*The European Way to Excellence
in Public Services*

4th EuroQuality
Benchmarking Seminar

March 29th- 30th-31st

Youth Center - Scandiano (RE)
Sanvitale Fortress - Fontanellato (PR)



 Trollhättans Stad



Programma «Europa per i cittadini»

The seminar is part of a project co-financed by the European Union and it represents the result of a joint work on the issue of quality in public administration, which began in 2007 within the frame of SERN (Sweden Emilia-Romagna Network). The meeting is aimed at developing an enduring collaboration, that gives the opportunity of comparing approaches and strategies about quality management as well as developing benchmarking activities focused in particular on pre-schools and elderly care services.

Mon. March 29th – plenary session c/o Youth Centre, Scandiano (RE).

9.00 a.m. Opening of the Plenary session – registration of the participants, greetings and introduction to the works:

- Mr. **Alessio Mammi** - Mayor of Scandiano.
- Mrs. **Giulia Iotti** - Town Councillor for EU policies.
- Mr. **Gianluca Manelli** - Vicemayor of Scandiano.
- Mrs. **Maria Teresa Guarneri** (ASP Terre Verdiane).
- Mrs. **Ana Tomás** (Town Councillor of Almansa).
- Mr. **Bijan Zainali** (Quality Manager of Trollhättan).

10.30 a.m. Work outset: ***“What we have done so far? Our work cornerstones. From Parasuraman Model and Service Daisy to effective Quality Measurements and Service Charters”*** led by chairman: **Bruno Susio** – Quality Expert of Scandiano Municipality.

11.15 a.m. Presentations from working groups. ***“What have we done in benchmarking activities? Which are our best results?”***

SESSION 1/ Elderly Care Services:

- **Nicoletta Mestieri** (AUSL Distr. Fidenza – Terre Verdiane) [IT]
- **Yvonne Dahl** (Trollhättan) [SW]
- **Ana Tomás** (Almansa) [SP]

Considerations on the results achieved: **Bruno Susio**
2.00 p.m. Presentations from working groups. ***“What have we done in benchmarking activities? Which are our best results?”***

SESSION 2/ Pre-School Services:

- **Ilaria Mussini** (Scandiano) [IT].
- **Birgitta Ahlberg** (Trollhättan) [SW].
- **Aurora Ruano** (Almansa) [SP].

Considerations on the results achieved: **Bruno Susio**.

3.30 p.m. Common discussion: led by chairman: **Bruno Susio**.

5.30 p.m. Coordination Meeting for new projects.

Tue. March 30th working groups c/o Sanvitale Fortress, Fontanellato (PR).

8.15 a.m. Departure to Fidenza.

9.30 a.m. Visit to Retirement home and Nursery School.

12.00 a.m. Transfer to Fontanellato: greetings of the Local Council of Fidenza and introduction to working groups.

2.30 p.m. Working groups.

Focused sessions: ***“How to consolidate the methodology and the process we have followed. Thoughts on how to continue the EuroQuality experience”*** led by **Bruno Susio** and **Emanuele Barbagallo** (Quality Experts).

6.00 p. m. Back to Scandiano.

Wed. March 31th - plenary session c/o Youth Centre, Via Diaz, Scandiano (RE).

9.00 a.m. Plenary session: ***“What we have achieved”***. Sharing result – activities and planning future developments, led by **Bruno Susio**.

11.15 a.m. Closing speeches of Mrs. Ana Tomás (Spanish delegation), Mr. Bijan Zainali (Swedish delegation), and Mr. Gianluca Manelli.