

Quality Management in Local Public Services

Panel Chairs;

- Carmen Navarro, Autonomous University of Madrid (c.navarro@uam.es)
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Abstract:

The Panel will explore change and innovation in the implementation of special tools designed and developed in order to improve the quality of local services. It will address questions such as: What type of quality management models are applied in municipalities? What are the incentives for their introduction and enablers for the implementation? What are the internal and external effects of their implementation? It will welcome mainly empirical contributions.

If you have a Paper you think might fit in this Panel, please contact the Panel Chairs before the proposal deadline of 15 February. Please ensure you inform the Panel Chairs of your email address as registered with your MyECPR account. If you do not have a MyECPR account, you can create one [here](#)