



Bulgaria-Serbia IPA Cross-Border Programme
CCI Number 2007CB16IPO006

Project number: 2007CB16IPO006-2009-1-9
Project name: EXCHANGE OF GOOD PRACTICES FOR QUALITY MANAGEMENT OF MUNICIPAL ADMINISTRATIONS

Project partners:

- **Lead partner:** Agency for Economic Development Kostinbrod, Bulgaria
- **Project partner 2:** Centre for development of Jablanica and Pcinja Districts, Serbia

Budget: 147 932,63 Euro
Project duration: 12 months

Project description:

The overall project objective was to increase economic synergy and promotion of business development in the cross-border region through support of the effectiveness, efficiency and quality of administrative services of local authorities. During the project implementation the following results were achieved:

- 1) 24 municipal representatives from BG and SR were involved in the training activities and in the organized seminars;
- 2) Public servants from 8 municipalities took part in the management systems trainings. The selected servants improved their capacity for Quality management systems (ISO 9001), Environmental management systems - (ISO 14001) and Information security management systems (ISO 27001);
- 3) Sustainable partnerships for exchange of good practices and expertise were developed. Representatives from 2 Bulgarian and 6 Serbian municipalities were involved in the exchange seminars;
- 4) Guidelines for managing systems interpretation, reflecting specific features of municipal administrations were developed;
- 5) Two studies and reviews were carried out.

The project was successfully completed in July 2012.



Project seminars attracted significant attention of the local media in the region



The Programme is co-funded by the
European Union.