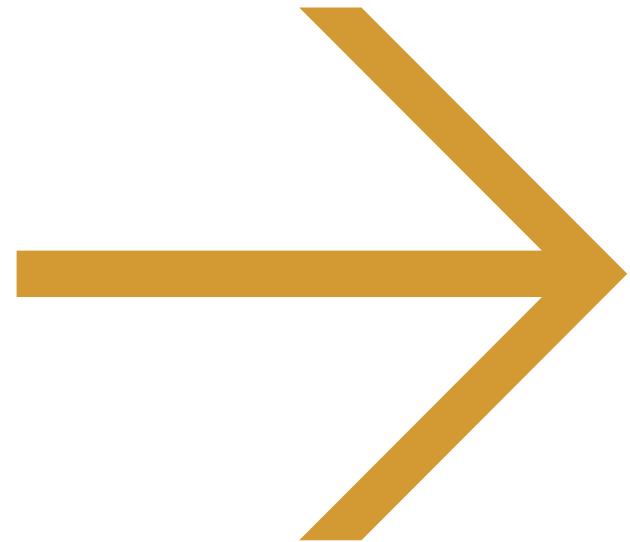


Good supervision

by Rob Velders, Netherlands

Less burden, more effect





Goals

By means of co-operation:

1. Diminish burden for companies by 25%
2. Improve effect of supervision
3. Improve efficiency of inspectorates



Content

- Introducing: Dutch government
- Trends in supervision
- General reforms in inspection
- Reforms in healthcare supervision



Inspections in the Netherlands

- National Government (13 ministries)
- Provinces
- Municipalities

- Police
- Fire departments
- Customs
- Tax-services
- etc.

→ Less burden

- Better legislation
- Removing administrative burden
- Removing useless legislation and regulation
- Removing contradictory rules
- Simplification and reduction of licences
- Combining licences/permits
- Less burden from inspections



Basic Elements

- Professionalism
- Transparency
- Independance

- Co-operation
- Decisiveness
- Selectivity



Bringing down burden

- Goal set at 25%
- Measuring burden
- Working together in domains
- Co-operation in domains is obligatory
- Maximum of inspections per company
- Change of culture
- Better feedback to policymakers
- Compliance assistance
- Close involvement of companies



Measuring Burden

Three elements:

1. Administrative burden (money, time)
2. Costs of compliance (fines)
3. Perceived quality of inspections

→ Involve companies

It creates:

- better insight
- more respect
- new ideas
- support



Change of culture

- Good ideas are not enough
- Internalize
- Take time
- Reward positive change
- Show benefits



Co-operation in domains

- Café and hotel business
- Farms
- Meatproduction chain
- Airports
- Transport
- Metalcompanies
- Nurseries
- Hospitals



Supervision in hospitals

- Basic set of indicators
- Transparent planning
- Information sharing
- Transferring tasks
- Involvement of hospitals

→ Conclusion

Co-operation and involvement reaches further



Discussion and questions
