

Selected tools of continuous improvement and learning in the Austrian Public Employment Service (AMS)

Marius Wilk
AMS Österreich
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Tools for continuous improvement with close links to the performance measurement

- **Systematic benchmarking of performance**
self control, topic in the management meetings (order for analyse and suggestions for improvement), management assessments, steering groups
- **Exchange of good practice between offices**
continuous self organised working group of related offices, voluntary bilateral, management order
- **Bonus system linked with the overall performance of BSC** (yearly bonus about 50% of monthly wage)
not only the money but bonus as symbol of successful effort is important
- **Commissioning of scientific studies**
on demand, especially for instruments of active labour market policy
- **Quality management system**



Other systematic tools for continuous improvement

- **Quality assurance of all central internal rules**
every 1 – 3 years with feed-back loops with regional organisations
- **Good practice database**
structured internal database for good practices
- **Internal idea suggestion box for AMS employees**
- **Internal audit program**
the reports of the yearly audit program of AMS include not only the correctness the AMS activities but also suggestions for improvement of the organisation

