



Resource
Centre
European Institute of
Public Administration



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MINISTERIJA

CAF External Feedback & Effective CAF User Label

Presentation 2

Introduction on the Common Assessment Framework



Projektas „Viešojo administravimo sektoriaus kokybės iniciatyvos“

- 1. Context , history and growth of the CAF**
- 2. Spreading of the CAF**
- 3. The CAF model**
- 4. Important Steps in applying the CAF-model**
- 5. Principles of Excellence**





EUPAN (European Public Administration Network)

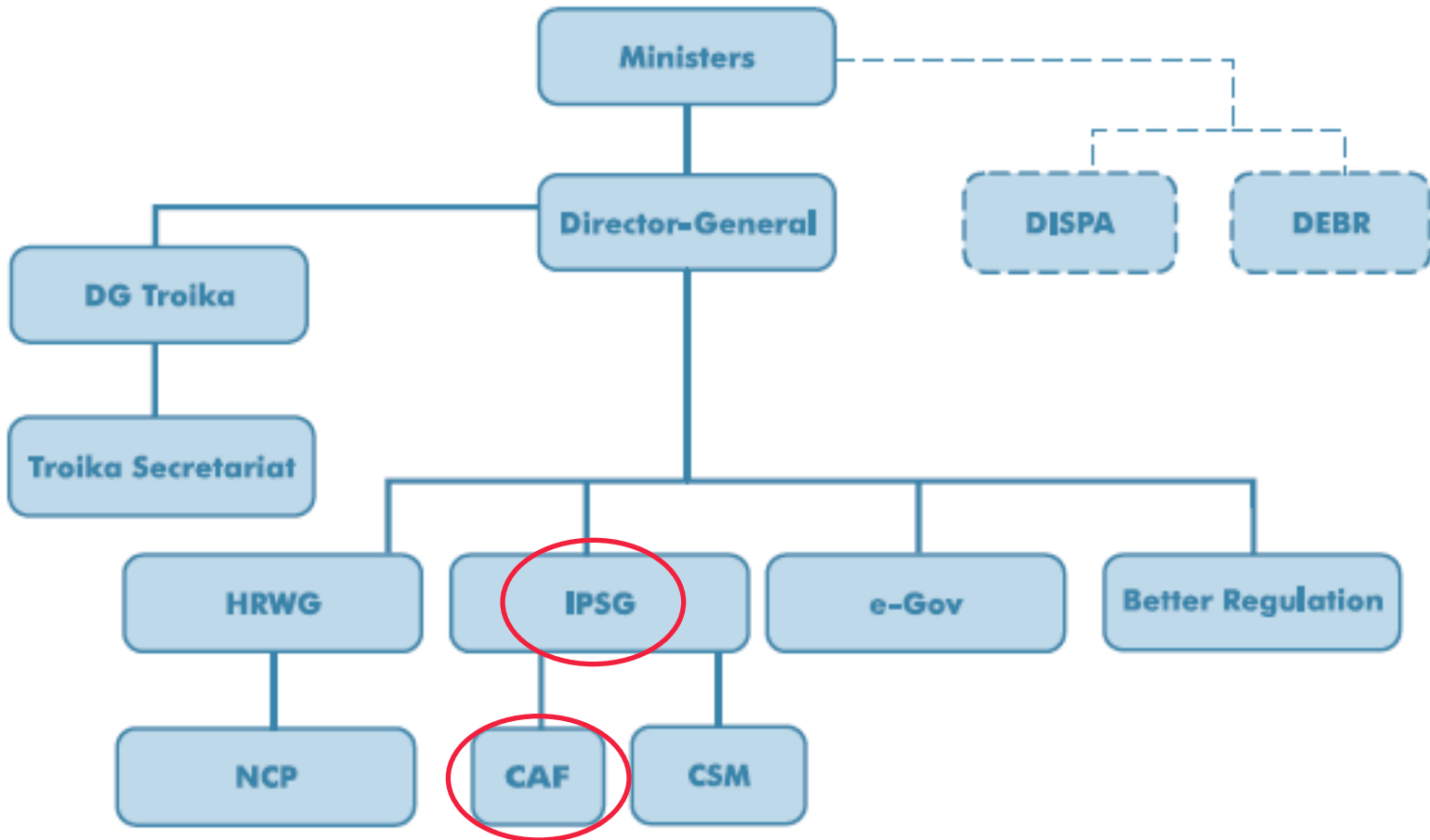
informal network between civil servants from all EU Member States to cooperate and exchange knowledge in the field of public administration.

4 working groups under assembly of the Directors General of Public Administration

- **Innovative Public Services Group (IPSG)**
- **Egovernment Working Group**
- **Human Resources Management Group**
- **Better Regulation**

<http://www.eupan.org/>





- Designed by the IPSSG: a working group of the EUPAN network: DGs in charge public administration
- Launched at the 1st European Quality Conference, May 2000, Lisbon
- Presentation of the CAF 2002 version at the 2nd European Quality Conference, October 2002 Copenhagen
- CAF 2006 version launched at the 4th European Quality Conference in September 2006 in Tampere, Finland



- CAF 2006 Centre at the 5th European Quality Conference, 20-22 October 2008
in Paris – *CNIT, La Défense, France*
- Used in different European Countries in the context of their national Quality Conferences (Belgium, Denmark, Finland, Norway, Germany, Portugal, Italy, Czech Republic, Slovakia, Hungary etc.)
- For the moment : 2500 registered CAF users (see infra)
- CAF model translated into 20 languages



- National CAF correspondents: civil servants and institutions
- Network of National CAF Correspondents: meet min. 2 times a year (EU Presidency)
- Development of Common Assessment Framework
- Develop and discuss national action plans and strategies
- Develop new activities stimulating public sector quality management
- Secretariat of Network by EIPA (EU ministerial resolution of 2001): the CAF Resource Centre.
- Strong support by EU Ministers and DG's (CAF on top of agenda and resolutions of the Presidencies of the EU)



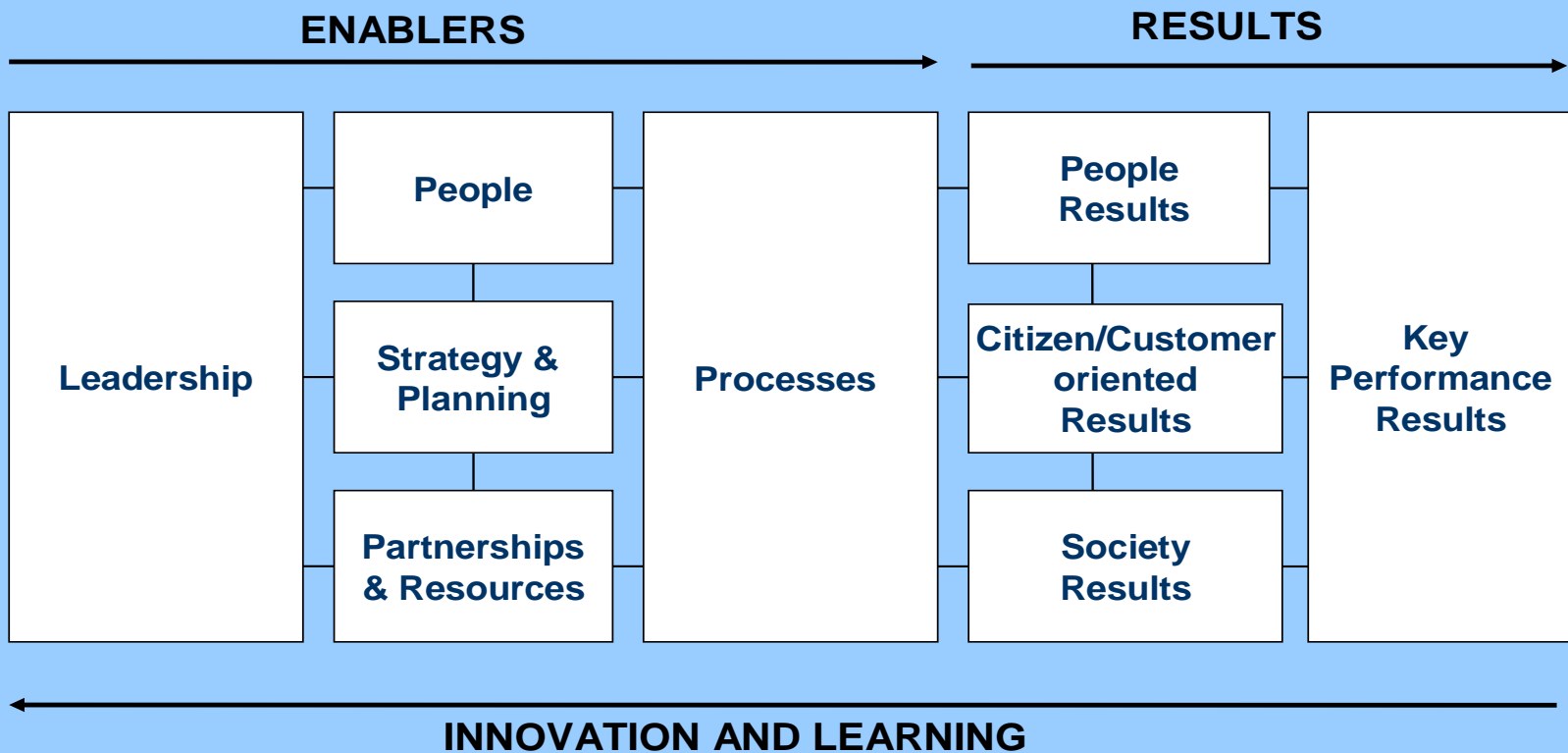
Spreading the CAF: 2500 users

Germany 319	Spain 44	UK 7
Italy 319	Greece 38	Latvia 6
Belgium 268	Slovakia 34	EU Institutions and EC 6
Denmark 250	Romania 33	Sweden 5
Poland 146	Cyprus 19	Ireland 5
Portugal 111	Bosnia-Herzegovina 19	China 2
Hungary 104	Switzerland 19	Croatia 4
Austria 92	Estonia 15	Russia 3
Czech Republic 63	France 16	Netherlands 2
Norway 61	Luxembourg 12	Namibia 2
Dominican Republic 61	Lithuania 9	FYR of Macedonia 1
Slovenia 50	Bulgaria 8	Tunisia 1
Finland 49	Turkey 7	Serbia 1

EU Institutions and EC: European Court of Auditors, Europol, EC DG Admin, EC DG Trans, EC DG Trade,



The CAF Model

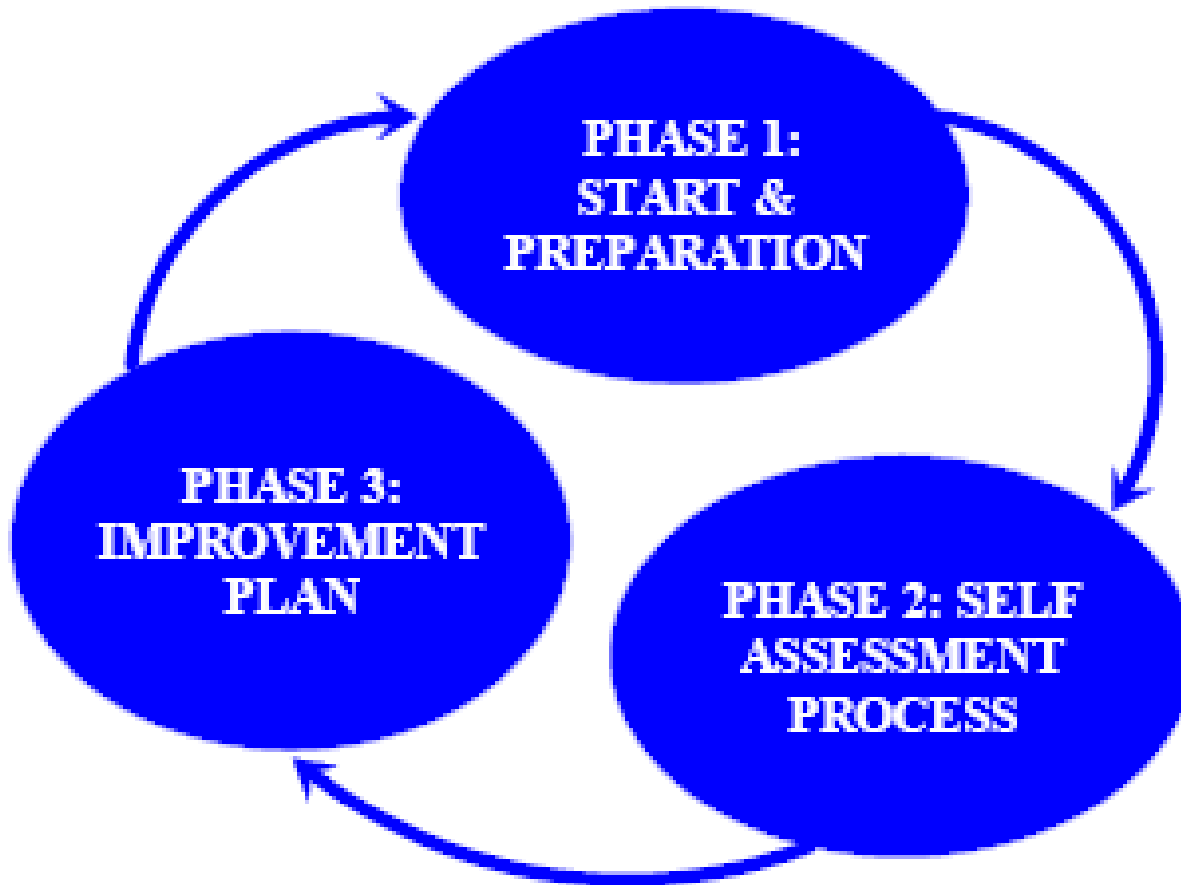


Aims of the CAF

- 1. To introduce public administration to the principles of TQM and guide them, through the use and understanding of self-assessment, from the current “Plan-Do” sequence of activities to a full fledged “Plan-Do-Check-Act” cycle;**
- 2. To facilitate the self-assessment of a public organisation in order to obtain a diagnosis and the definition of improvement actions;**
- 3. To act as a bridge across the various models used in quality management both in public and private sectors;**
- 4. To facilitate bench learning between public sector organisations**



The process of applying the CAF



Phase 1 – The start of the CAF journey

Step 1: Decide how to organise and plan the self-assessment

Step 2: Communicate the self-assessment project

Phase 2 – Self-Assessment Process

Step 3: Compose one or more self-assessment groups

Step 4: Organise training

Step 5: Undertake the self-assessment

Step 6: Draw up a report describing the results of self-assessment

Phase 3 – Improvement plan/ prioritisation

Step 7: Draft an improvement plan, based on the accepted self-assessment report

Step 8: Communicate the improvement plan

Step 9 Implement the improvement Plan

Step 10: Plan next self-assessment



