



Resource  
Centre  
European Institute of  
Public Administration



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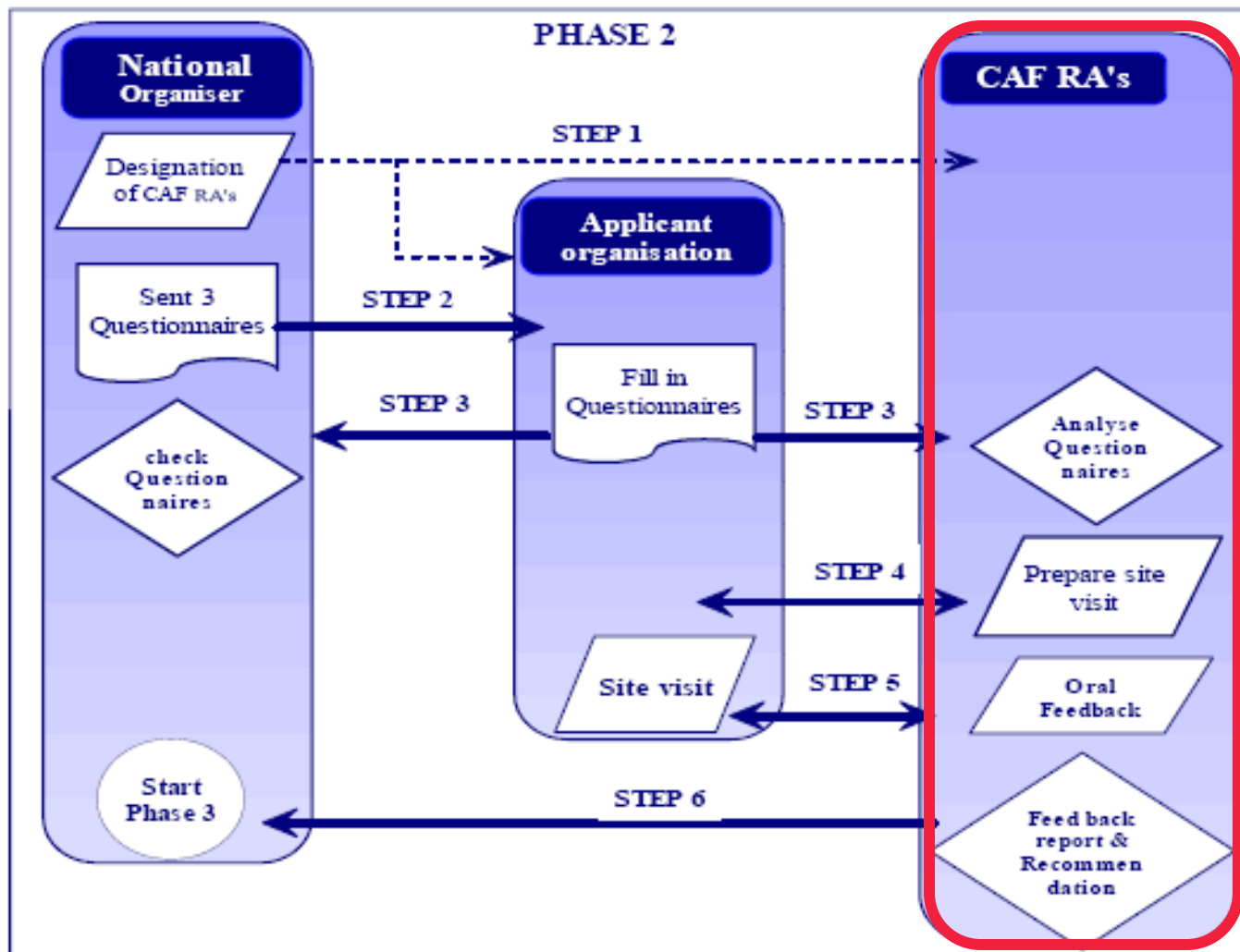
## CAF External Feedback & Effective CAF User Label

### Presentation 5

# Giving Feedback



# The process of providing feedback



- during the discussions on the 3 pillars
- at the end of the day on the headlines of the findings
  - main themes of the feedback report
  - key strengths
  - key areas of improvement
  - main recommendations
- not the final decision



- all the gathered information, before and during the site visit,
- feedback report within 1 month.

(see a **template of the feedback report** in the **appendix 3**).

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Feedback report  
Effective CAF User

**[Name of institution]**  
[Date]

CAF Recognition Actors  
[Name of Actor], [institution]  
[Name of Actor], [institution]

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**Section 2: Feedback on the self-assessment process**

General comments about the self-assessment process:

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

Strengths

- [Insert strengths]

Areas of improvement

- [Insert areas of improvement]

The activities have been carried out in a: **(Mark with grey)**

very limited way	limited way	acceptable way	satisfying way	outstanding way
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Step 2 – Communicate the self-assessment project

Strengths

- [Insert strengths]

Areas of improvement

- [Insert areas of improvement]

The activities have been carried out in a:

very limited way	limited way	acceptable way	satisfying way	outstanding way
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Step 3 – Create a self-assessment group (s)

Strengths

- [Insert strengths]

Areas of improvement

- [Insert areas of improvement]

The activities have been carried out in a:

very limited way	limited way	acceptable way	satisfying way	outstanding way
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Appendix 3: Format of the External Feedback Report

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## Section 1 : General comments

- Main themes in the report
- Identified key strengths
- Key areas of improvement
- Main recommendations
- Label obtained or not



## Section 2 : Feedback on the self-assessment process

- General comments about the self- assessment process
- Step 1: Decide how to organise and plan the self assessment
  - Strengths
  - Areas for improvement
  - The activities have been carried out in: .....
- Step 6: Prepare a report describing the results of self-assessment



## Section 3 : Feedback on the improvement plan

- General comments about the improvement plan
- Step 7: Draft an improvement plan, based on the accepted self-assessment report
  - Strengths
  - Areas for improvement
  - The activities have been carried out in: .....
- Step 9: Implement the improvement plan



## Section 4 : Feedback on TQM values

- Insert first chosen Principle of Excellence
  - Strengths
  - Areas for improvement
  - The activities have been carried out in: .....
- Insert the second chosen Principle of Excellence



## Section 5 : Scoring profile

- Scoring profile pillars 1 and 2
- 8 Principles of Excellence
- Label has been obtained or not





## APPENDIX 7: Effective CAF User label exemple



## 5. Practical issues to be developed

1. National CAF correspondents own the ECU label. This will have an impact on their functioning, the creation of national CAF resource centres maybe.
2. A pool of experts of public administration to do the External Feedback will be necessary in each country
3. Professional feedback has a price but must be accessible for all public administration.



- The 3 groups , use the feedback report providing written feedback.

