



**Resource
Centre**
European Institute of
Public Administration



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CAF External Feedback & Effective CAF User Label

Presentation 6

The CAF Feedback Actors

“The Who of the CAF External Feedback”

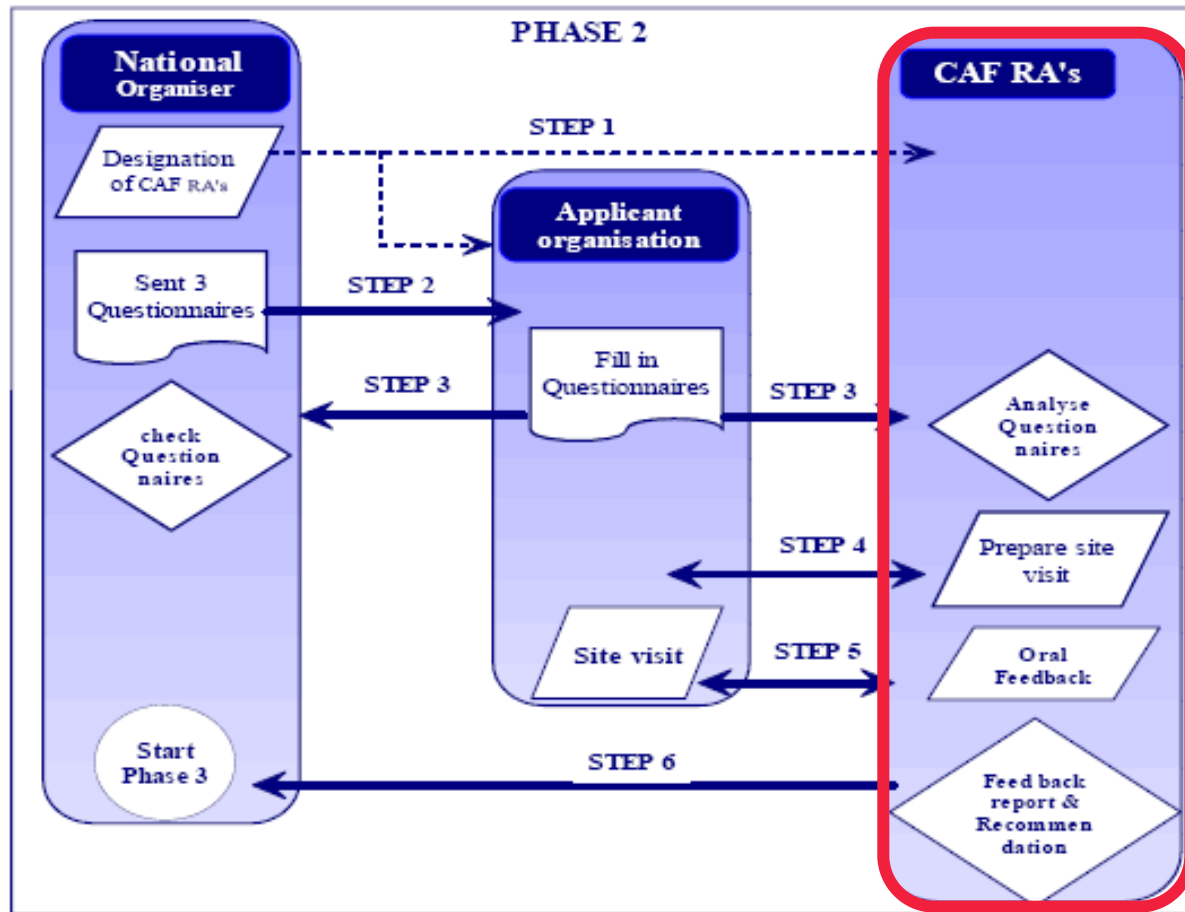


1. Main tasks

The main task of the CAF Feedback Actors in the Procedure is to:

- analyse the implementation of CAF
 - the process of self-assessment
 - improvement actions
 - organisation is installing TQM values;
- give feedback and suggestions on strengths and areas of improvement on the process of implementation of the CAF;
- support and renew enthusiasm in the organisation to work with holistic quality development and self-assessment with the CAF Model.

2. Detailed tasks in phase 2



Appendix 1. The 3 questionnaires (Pillar 1, 2 & 3)



Appendix 2. Scoring profile



Appendix 3. Template of the feedback report



Self-assessment process (Pillar 1)	1	2	3	4	5
Step 1 - Decide how to organise and plan the self-assessment (SA)					
Assure commitment and ownership of the management for launching the process.	X			X	
Assure a clear management decision about carrying out SA in consultation with the organisation , the scope of SA (SA covers the whole organisation or only parts/units/departments....) the overall objective of SA	X			X	
Define the framework for SA process and the following actions, planning the SA activities	X			X	
Appoint a SA process leader with a high level of knowledge of the organisation or constitute a SA Committee headed by the SA process leader		X		X	
Define the scoring panel to be used		X	X		
Allocate resources for SA and define how to prioritize resources distribution		X		X	
Self-assessment process - Overall score - Step 1:		X		X	
Step 2 – Communicate the self - assessment project					
Define a communication plan including the expected benefits, the goal and the					



STEP 6. Based on all the gathered information, before and during the site visit, the CAF Feedback Actors write a feedback report within 1 month. The CAF Feedback Actors transmit this report and a recommendation to the National Organiser as to whether the applicant organisation ought to be recognised as “Effective CAF user” or not (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:

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

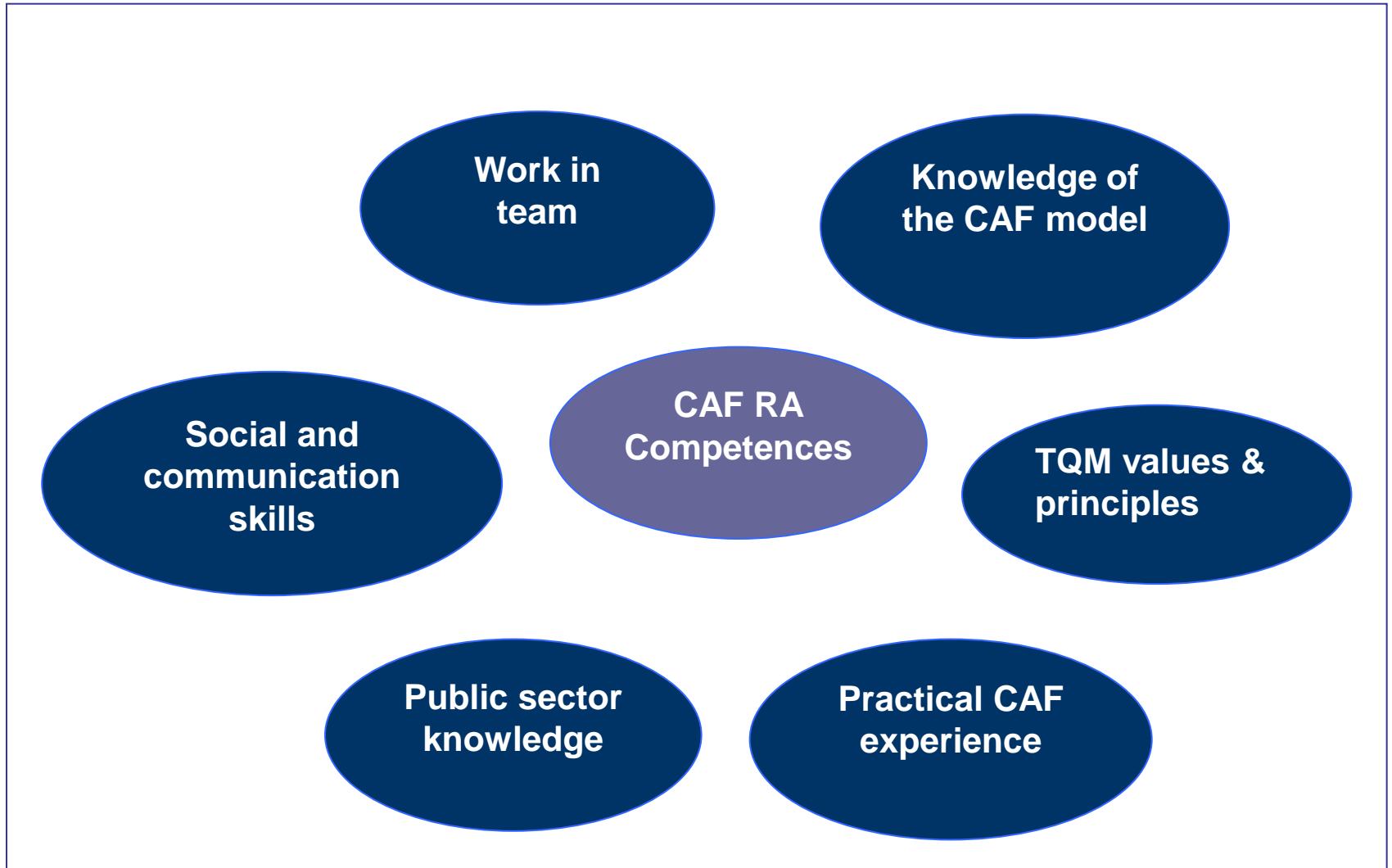
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3. Profile

- A balance of personal and professional skills.
- Have a broad knowledge and experience of management processes and development and change processes in public sector organisations.
- Gain competencies from a variety of sources including work experience, past assessment experience (e.g. EFQM assessor), education and training.
- The CAF Feedback Actor does not need to have been a manager and trained as an EFQM assessor or validator.
- Instead it is a requirement that the CAF Feedback Actor has participated in the European or national training course required to become CAF Feedback Actor (acknowledged by the National CAF Correspondent).
- Especially experienced CAF users in the public sector are part of the target group to take part in the trainings for Feedback Actors as to promote exchange between organisations and increase knowledge within organisations.

4. CAF Feedback Actor Competences



5. Required Training for CAF FA's

- ⇒ CAF Feedback Actors need to share the most important principles, aims, values and methodologies of the Procedure => minimum common core of this training
- ⇒ training at national level by the National Organiser and/or the organisations responsible and at European level by EIPA

Part 1: The Common Assessment Framework

Results: know specificities of CAF, context of public sector organisation and different steps in applying CAF

Part 2: The CAF External Feedback: Philosophy and System

Results: know the need for CAF External Feedback Procedure, in-depth insight in philosophy and ambitions and translate through major lines and pillars to applicant organisations.

Part 3: How to Evaluate (applying the CAF External Feedback)

Results: know, understand and work with the different questionnaires and scoring guides

Part 4: Code of Conduct and Behaviour

Results: know their role and know what to do and how to behave

Part 5: Reporting and giving feedback

Results: provide feedback (orally and written) and report to applicant organisation



6. Code of Conduct and Behaviour

⇒ a common frame stating the values and principles

- *Independence*
- *Personal opportunity or gain*
- *Conflict of interest*
- *Courtesy and Respect*
- *Diligence*
- *Confidentiality*
- *Positive attitude*

⇒ additional principles and requirements at national level