



Integrating Quality Management Instruments

Integrating quality management instruments

Agenda

- Context: presentation National Pensions Office
- CAF: past experiences
- CAF: integration with other quality management instruments
- CAF: integration in the strategic management cycle

Context: National Pensions Office

Mission statement



The National Pensions Office (RVP - ONP):

- Provides information to citizens regarding employees' pensions and the guaranteed income for elderly persons
- Calculates employees' pensions and the guaranteed income for elderly persons
- Pays the pensions of employees and the self-employed (pensions of the self-employed are calculated by the National Institute for Social Security for the self-employed – RSVZ/INASTI)

Context: National Pensions Office

Public Social Security Institution

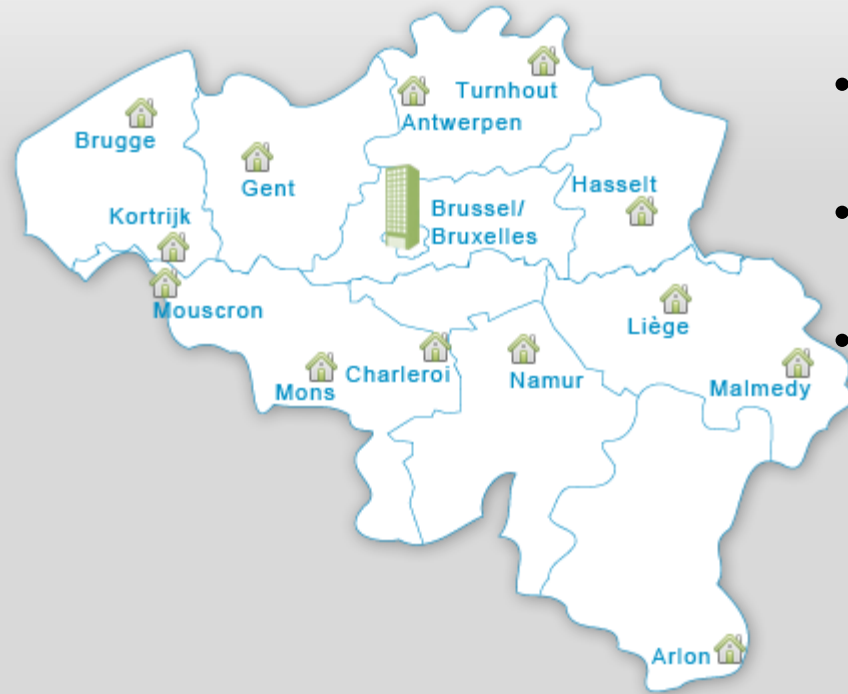


Administration contract between the state and the National Pensions Office:

Commitments/Obligations of both the state and the National Pensions Office

Context: National Pensions Office

Organization



- 2.200 employees
- 1 main office (Brussels)
- 13 regional offices

CAF: past experiences

CAF self evaluation in 2005 and 2008

- +/- 200 participants (voluntary basis):
 - self evaluation groups weren't representative (difficulties in answering certain questions)
 - High workload
- No clear link with other instruments (satisfaction employees, satisfaction clients, complaints' analysis, ...)
 - Everybody defines improvement actions without conferring (several people were starting the same improvement projects, lack of prioritization)
- CAF wasn't integrated in the strategic management cycle

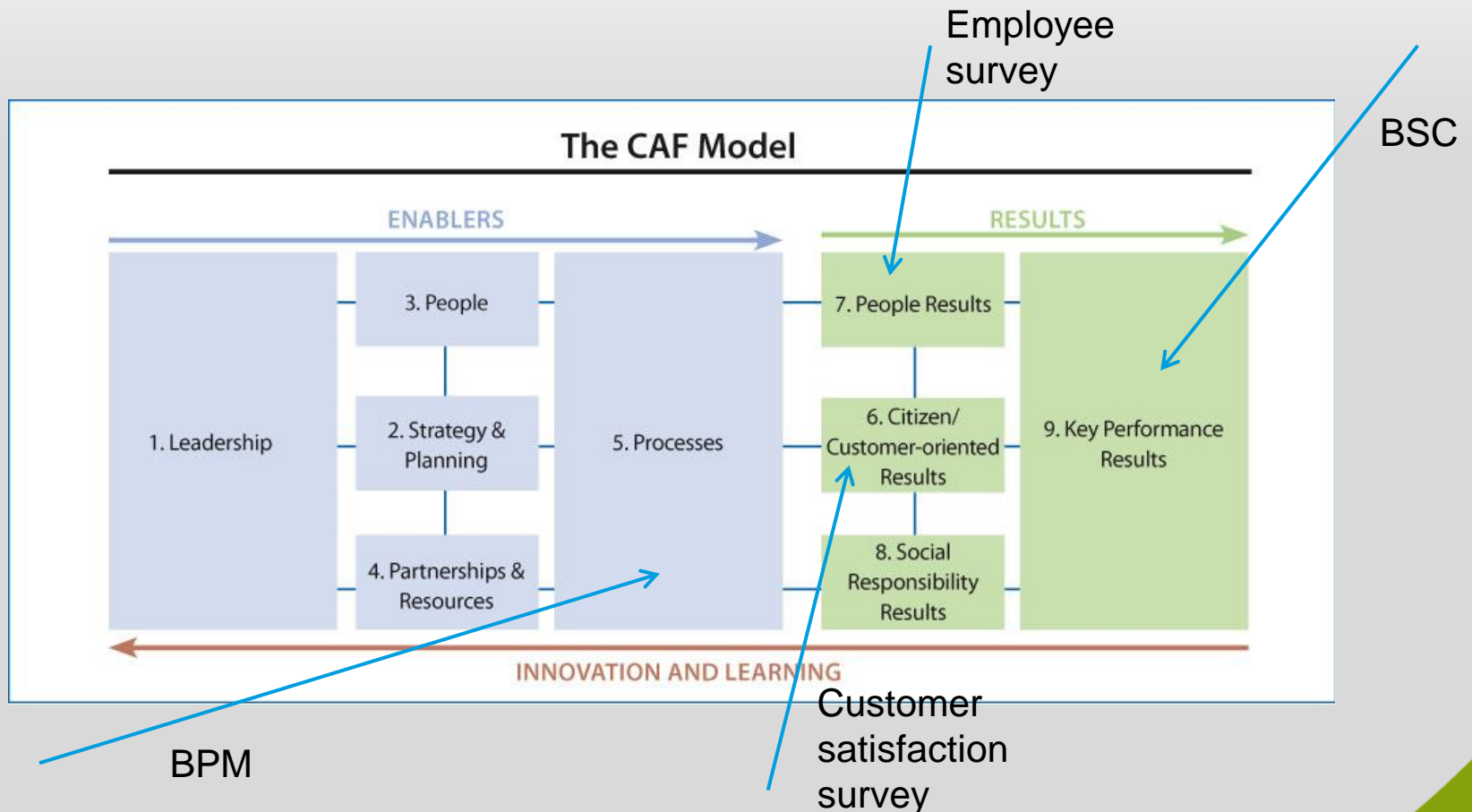
CAF: integration with other quality management instruments

CAF self evaluation in 2011

- 45 participants (selected by CAF project group):
 - 3 representative self evaluation groups (at least 1 participant/department) (one middle management group)
 - High diversity
 - Lower workload
- Integration with other quality management instruments

CAF: integration with other quality management instruments

CAF self evaluation in 2011



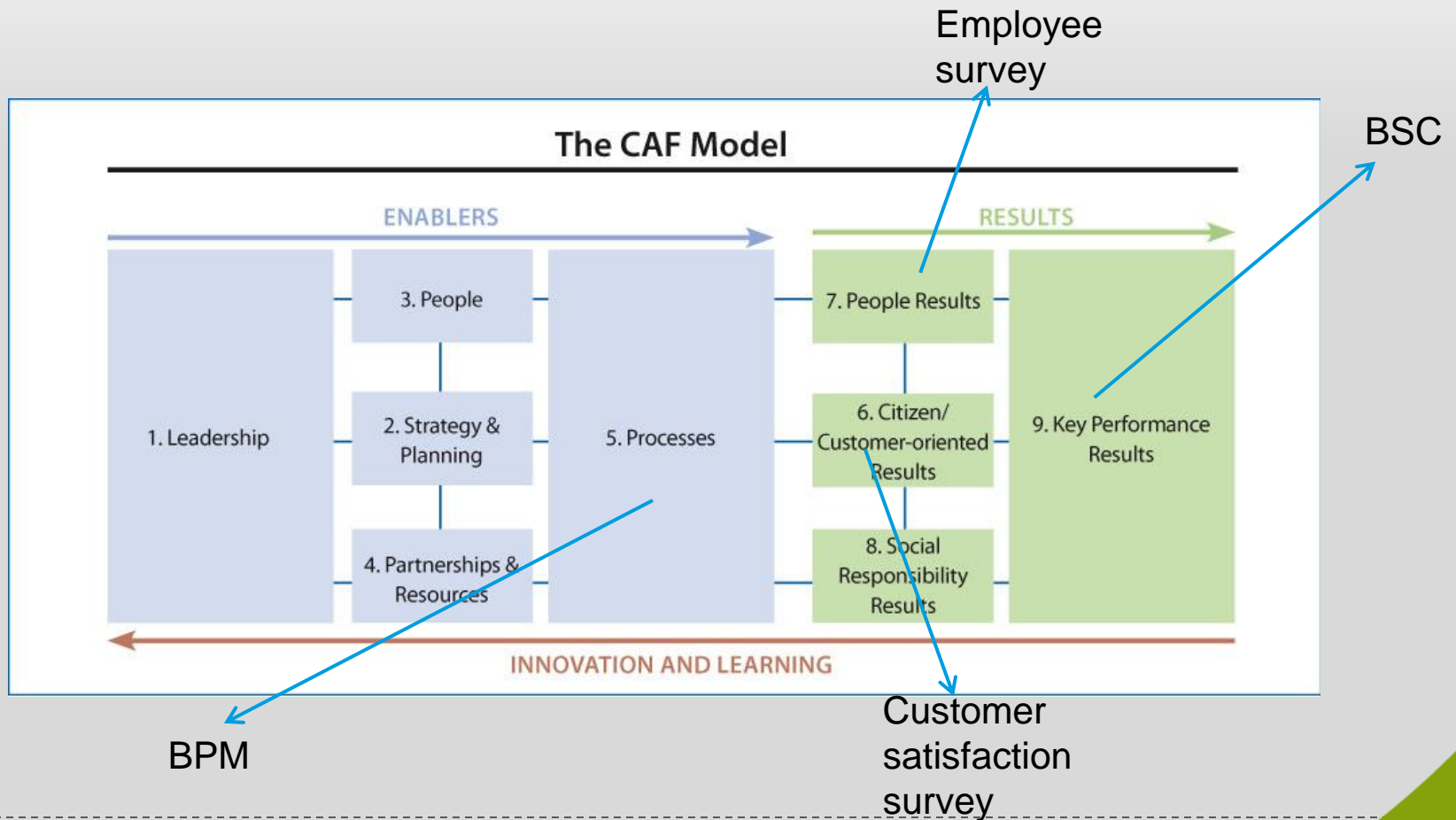
CAF: integration with other quality management instruments

CAF self evaluation in 2011

- Use of information provided by those instruments during CAF self evaluation:
 - Motivate scoring
 - Detect strengths and weaknesses

CAF: integration with other quality management instruments

CAF self evaluation in 2011



CAF: integration with other quality management instruments

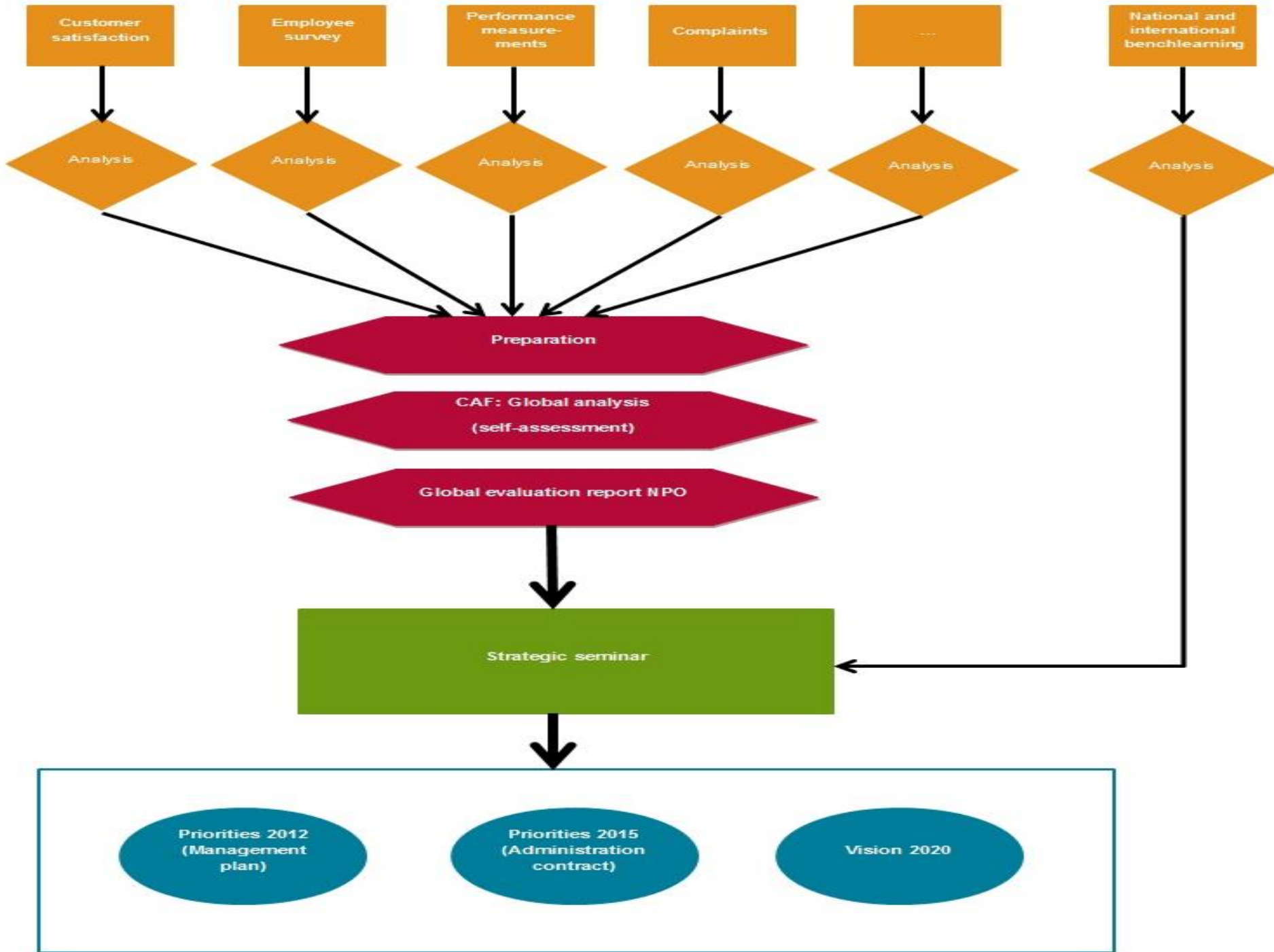
CAF self evaluation in 2011

- Use of self evaluation information: Feedback to specialists:
 - Define improvement actions
 - Complimentary surveys/measurments (if necessary)

CAF: integration in the strategic management cycle

Strategic Management cycle 2011

- [Strategic Management cycle NPO](#)



CAF: integration in the strategic management cycle

Advantages

- Priorities set
- Budget, time and resources to execute projects/actions
- Management support
- Follow up of improvement actions and projects
- Motivation of CAF participants

CAF: integration in the strategic management cycle

2014: start of new cycle

- Start: employee survey (January-February)
- Analysis of results quality management instruments and preparation CAF 2014 (April – September)
- CAF self assessment (October 2014)
- Analysis CAF results and preparation strategic seminar (October – November)
- Strategic management seminar (December)
- Preparation and negotiation of new administration contract (2015)

Questions?

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Thank you!
