

I. IF YOU WANT TO FIND OUT MORE ABOUT CAF ...

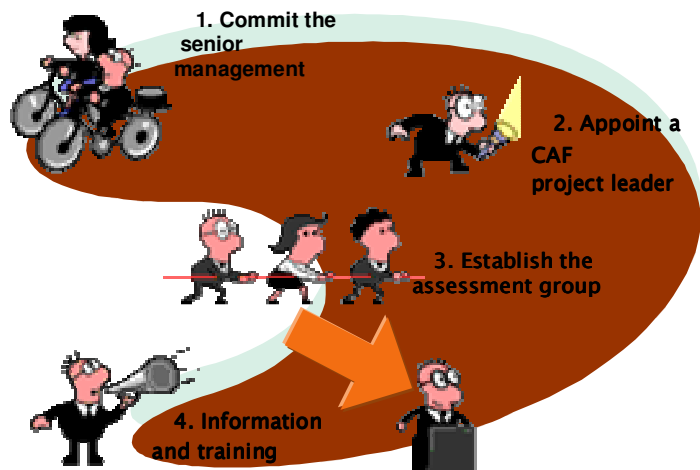
⇒ TRAIN THE TRAINERS SEMINAR, 1-2 OCTOBER 2009 IN BARCELONA

The 'CAF in Action' seminar is the ideal opportunity to learn how to implement CAF in your own organisation.

This seminar will be based upon the CAF 2006 version and provide an in-depth analysis of the following issues:

- how to adapt the self-assessment process to your own organisation(s);
- the development of action and improvement plans;
- outlines of CAF training schemes;
- efficient use of e-tools for the CAF.

At the end of the seminar, participants should have a clear understanding of the CAF 2006 and be able to implement it at national, regional or organisational level. Furthermore, they will have learned how to launch improvement actions on a short-, medium- and long-term basis and how to use e-tools in the most efficient manner. Last but not least, participants will have the chance to network and exchange ideas and experiences with others and will learn more about the European CAF network and its opportunities.



FOR MORE INFO ON THIS EVENT PLEASE CONSULT OUR WEBSITE:

<http://www.eipa.eu/en/activities/show/&tid=2952>

II. FUTURE EVENTS

THE CAF USERS' EVENT 2009 – 17-18 DECEMBER 2009, BUCHAREST, ROMANIA: PROGRESSING TOWARDS EXCELLENCE: THE CHALLENGE FOR EUROPEAN PUBLIC ADMINISTRATIONS IN DIFFICULT TIMES

Since the launch of CAF in 2000, it was clear that mutual understanding and bench learning among CAF users would be a strong impetus for the success of the model in Europe. European CAF Users' Events are thus organised every two years with the aim of being an inspiring meeting point for CAF users and to further spread TQM in the public sector in Europe.

In 2003 and 2005 CAF Users from all over Europe met in Rome and Luxembourg at the first two European CAF Users' Events. Each time, nearly 150 CAF users discussed the implementation of the model, its features and its difficulties. The Portuguese Presidency organised the 3rd European CAF Users' Event in Lisbon in 2007. This 3rd Event focused on the effects of the CAF self-assessment on the total quality of the organisation: CAF inspiring change. On that occasion the CAF movie was presented to an audience of 300 participants.

This year, Romania is organising and hosting the 4th CAF Users' Event in cooperation with the network of CAF national correspondents and the EIPA CAF Resource Centre. The 4th Event will have a special focus on the 8 principles of excellence and the newly developed procedure for external feedback.

Since the launch of the CAF in 2000, its implementation and use has undergone a remarkable evolution. At the start, CAF was mostly seen as a tool to help the managers and people in public organisations to conduct a **self-evaluation** in the light of the blueprint of an excellent organisation. After a few years, the focus shifted

from the self-assessment to the **improvement cycle** and the implementation of modern management instruments in the different areas covered by the 9 criteria and 28 sub-criteria of the CAF model. By doing so, public sector organisations wanted to respond to the 8 principles of excellence and grow towards an efficient and effective organisation. However, they also wanted to see the results of all their efforts and were looking for **feedback**. This is how the idea came up to create a system of external feedback on the introduction of total quality management with the help of CAF. A consensus was found among the EU Member States to create a new instrument and a new tool: respectively, the Procedure on External Feedback and the CAF Label of an Effective CAF User.



At the 4th Event this procedure for external feedback will be launched and illustrated by key note speeches and good practices in the field of the 8 principles of excellence.

On this occasion, up to 300 people can attend the Event. The national CAF correspondents are responsible for the composition of their national delegation. Therefore, if you are interested in participating, please contact [your national CAF correspondent](#).

FOR MORE INFO ON THIS EVENT PLEASE CONSULT OUR WEBSITE: <http://www.eipa.eu/en/pages/show/&tid=83>

III. PAST EVENTS

HELLENIC NATIONAL QUALITY AWARD FOR PUBLIC ADMINISTRATION



The 2nd Hellenic National Quality Award for Public Administration was held on 20 May 2009 in Athens, Greece. Candidates included public organisations from central, regional and local government level. The criterion for their evaluation was the use of the Common Assessment Framework (CAF).

The 1st Award was given to the Region of Central Macedonia. The 2nd Award was given to the Municipality of Herakleion (Crete).

The 3rd Award was given to three candidates: (a) the Citizen's Services Centre of the Municipality of Perama, (b) 3 departments of the Prefecture of Larissa and (c) 3 departments of the Municipality of Amarousion.

We congratulate the organisations on their nominations!

FOR MORE INFO ON THIS EVENT PLEASE CONTACT: Pantelis Tagalakis, p.tagalakis@ypes.gov.gr

IV. APPROACHING THE TARGET!

REGISTERED CAF USERS – A EUROPEAN OVERVIEW

SITUATION JUNE 2009: **1817** REGISTERED USERS IN **35** COUNTRIES AND THE EUROPEAN INSTITUTIONS

Italy 321	Greece 36	Bulgaria 6
Belgium 243	Finland 42	Latvia 5
Denmark 227	Romania 33	Ireland 5
Hungary 118	Slovakia 32	Sweden 5
Poland 115	Estonia 18	EU Institutions and EC 4
Portugal 107	Cyprus 18	China 2
Germany 85	Bosnia-Herzegovina 17	Croatia 2
Austria 63	France 16	Netherlands 2
Dominican Republic 61	Switzerland 15	FYR of Macedonia 1
Czech Republic 58	Luxembourg 12	Namibia 1
Slovenia 50	Lithuania 8	Tunisia 1
Norway 42	UK 6	
Spain 35	Turkey 5	

If your organisation uses CAF and you wish to register on our free database and make use of the CAF e-tool application or start bench learning with other CAF users, please do not hesitate to consult:

www.eipa.eu/caf

V. EIPA AGENDA FOR 2009/2010



Make a note in your diary of the following dates of CAF-related activities and training at EIPA:

⇒ **CAF Training Event: The Common Assessment Framework in Action (€800)**
Barcelona (ES), 1-2 October 2009

⇒ **The CAF and the Balanced Scorecard**
Maastricht (NL), 16-18 June 2010

⇒ **CAF Training Event - The CAF in Action**
Barcelona (ES), 7-8 October 2010

⇒ **Process Management in the context of Total Quality Management**
Maastricht (NL), 1-3 December 2010

⇒ **MORE INFORMATION ON THE SEMINARS CAN BE FOUND AT:**
<http://www.eipa.eu/en/topics/show/&tid=191>

VI. QUALITY MANAGEMENT ACTIVITIES IN EUROPE IN 2009

- ⇒ **CAF Users' Event in Romania**
Bucharest (RO), 17-18 December 2009
- ⇒ **5th Belgian Quality Conference**
Brussels (BE), 26 November 2009

TO RECEIVE THIS NEWSLETTER

Send an email (include the text "**Subscribe to CAF newsletter**" in the subject line or in the body of your message) to the following address: a.stoffels@eipa.eu

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