

Capacity Building Activities in Domain of Quality Management in Public Administration – Agenda & Design of CAF Training

23-26 Jan 2018, Podgorica (Montenegro)

Regional School of Public Administration (ReSPA) / 81410 Danilovgrad, Branelovica

Training Objectives and Results

After the three day training the participants will:

- be able to transfer concepts of quality-management into organisational development
- be able to introduce quality management with CAF in ReSPA on their own
- be able to support (as internal consultant) other public sector organisations in applying the CAF

Concretely, the participants will gain practical knowledge and insights:

- on the system of the CAF 2013 quality model itself, the scoring system and the self-assessment process
- how to adjust CAF 2013 to the requirements of ReSPA
- how to use the CAF for self-assessment and formulating improvement actions
- how to prioritize improvement actions on a short, medium and long-term basis
- how to link quality management with performance management aspects
- how to manage the PEF-Process
- how to build up a national CAF-Center (documents, roles, communication & marketing)

Trainer

- Thomas Prorok
- Philip Parzer

Agenda & Design of CAF training

Jan 23th / 2018, ReSPA		
16.00	Kick-Off Meeting <ul style="list-style-type: none"> - Clarifying of initial situation and project goals - Clarifying of Project assignment - Clarifying of Project Roles - Clarifying of Project-Timetable - CAF-adjustement 	Project Contrac- tor, CAF- Programme Manager, CAF- Team, KDZ
17.00-18.00	Agenda & Design of CAF-training <ul style="list-style-type: none"> - Presentation & Discussion of the training-concept - Discussing the results of CAF-competence questionnaire and impact on training design 	CAF-Programme Manager, CAF- Team, KDZ

Jan 24th / 2018, ReSPA

9.00	Introduction into Quality Management and the Common Assessment Framework (CAF)	KDZ
	<ul style="list-style-type: none"> - Basics and concepts of Quality Management in Public Sector - Background and context of CAF - System of CAF (9 criteria and 28 sub-criteria) 	
10.30	Break	
10.45	Life-simulation of CAF-Consensus Workshop I	All participants, KDZ
	<ul style="list-style-type: none"> - Sequence of self-assessment workshop (groups defining strengths, improvement areas and improvement actions) on the basis of a criterion of the adjusted CAF-questionnaire - Presentation and discussion of results 	
12:30	CAF Scoring	KDZ
	<ul style="list-style-type: none"> - System and methodology of CAF-Scoring 	
13.00	Lunch	
14.00	CAF-Process	KDZ
	<ul style="list-style-type: none"> - CAF programme management and facilitation - Implementation of CAF-process 	
15.00	Life-simulation of CAF-Consensus Workshop II	All participants, KDZ
	<ul style="list-style-type: none"> - Sequence of self-assessment workshop (groups defining strengths, improvement areas and improvement actions) on the basis of a criterion of the adjusted CAF-questionnaire - Presentation and discussion of results 	
16.00	End of first day	

Jan 25th / 2018, ReSPA

9.00	Overview of QM instruments and methodology	KDZ
	<ul style="list-style-type: none"> - Alternative QM-instruments (EFQM, ISO) - Linking quality-management to performance in public administrations - The Culture of Change 	
10.00	Deepening and adjustment of CAF-2013 I	All participants, KDZ
	<ul style="list-style-type: none"> - Definition of key-terms as partners, citizens, customers, impact/outcome etc. - Deepening the understanding of CAF-2013 - Tailoring of CAF-questionnaire to the requirements of ReSPA on the basis of KDZ-proposal - Criteria I-III 	
11.00	Break	
11.15	Deepening and adjustment of CAF-2013 II	All participants, KDZ
	<ul style="list-style-type: none"> - Deepening the understanding of CAF-2013 - Tailoring of CAF-questionnaire to the requirements of ReSPA on the basis of KDZ proposal - Criteria III-V 	

12.00	Roles, Responsibilities & Lessons Learned	All participants, KDZ
	<ul style="list-style-type: none"> - Overview of Roles & Responsibilities in CAF-implementation process - Results of CAF Surveys 	
13.00	Lunch	
14.00	Self Assessment Report and Improvement Plan Report	KDZ
15.00	Deepening and adjustment of CAF-2013 III	All participants, KDZ
	<ul style="list-style-type: none"> - Deepening the understanding of CAF 2013 - Tailoring of CAF-questionnaire to the requirements of ReSPA on the basis of KDZ proposal - Criteria VI-IX 	
16.00	End of second day	

Jan 26th / 2018, ReSPA

9.00	Tasks and Responsibilities of CAF-Quality Centers	KDZ
	<ul style="list-style-type: none"> - The tasks of CAF-Centers and Correspondents - Providing relevant CAF documents and standards 	
10.00	Professional External Feedback Procedure	KDZ
	<ul style="list-style-type: none"> - The procedure for external Feedback on CAF-implementation (PEF) 	
10.30	Break	
10.45	Moderation & Facilitation Skills	KDZ
11.30	CAF-Online	KDZ
12.00	Debriefing	CAF Programme Manager, CAF- Team, CAF- workshop- facilitator, KDZ
	<ul style="list-style-type: none"> - Mentoring & Coaching of internal project manager in further implementation of CAF in ReSPA - Mentoring & Coaching the CAF-workshop-facilitator in preparing and moderating the consensus and action-plan workshop - Next steps in project implementation 	
13.00	End of CAF-training	

Training Method

The programme will be implemented through a variety of training methods: presentations, discussions, working on case-examples of the participants, group work, skills practice etc. It is based on an interactive and learning-by-doing approach.

Form of Evaluation

After training, KDZ will provide a structured survey for evaluation. The results will be considered for further training design.

Technical requirements

In order to deliver the training following technical equipment and support would be needed and provided by ReSPA:

- digital projector
- 2 flip-charts
- 2 pinnboards
- Laptop in the training room which is connected to Internet
- Moderation material: cards, flip-chart writers etc.
- Providing participants of CAF training with copies of the training material

Thomas Prorok, Philip Parzer