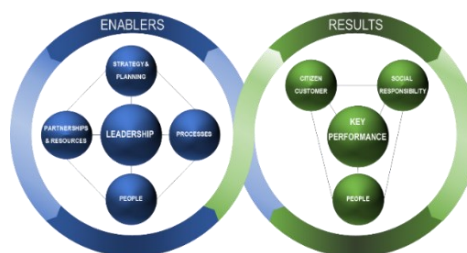


CAF Practitioners Network

The CAF Impact Study 2025 – Revealing insights into how CAF affects Quality, Change & Innovation in Public Administrations!

20th of January 2025 (online)

CAF stands for Common Assessment Framework and provides a system for better Quality and Change in Public Administrations. With the CAF Practitioners Network the CAF Centre of KDZ hosts a format to bring together CAF users from around the world to exchange professional experience and strengthening practical knowledge in implementing CAF projects.



Target Group

Public servants working in the field of public administration reform, change management, quality management, consultants, trainer and coaches etc. who want to boost their knowledge and hands-on approach in implementing CAF projects.



Objectives

- Setting the scene for international exchange of experts implementing CAF programs
- Providing hands-on knowledge in fast-lane online-sessions (all two months)
- Sharing experiences and good practices for effective change programs with the CAF
- Boosting and further development of common practices in implementing CAF programs and Professional External Feedback Procedures (PEF)
- Offering workshop designs and methodologies for CAF implementation



Content

In the upcoming meeting on **20th of January 2025, 2-3:30 p.m. (CET)** we will present the fresh findings of the new **CAF Impact Study 2025 – The impact of the Common Assessment Framework on quality, change and innovation in the public sector.**

The CAF Impact Study 2025 examines the transformative role of the Common Assessment Framework (CAF) in enhancing public sector performance globally. Developed in 2000 under the European Public Administration Network (EUPAN), CAF has become a cornerstone of quality management, addressing the unique challenges of public governance through principles of Total Quality Management (TQM).

CAF reflects emerging priorities such as digitalization, agility, and sustainability, ensuring its relevance in a rapidly evolving governance landscape. With over 4.100 registered users worldwide, predominantly in Europe, CAF demonstrates remarkable adaptability across administrative levels, sectors, and cultural contexts. Drawing on survey data from 197 organizations and expert interviews, the study highlights CAF's significant impact in key areas of Public Administration Reform.

Gain evidence-based and practical, hands-on insights into the following topics:

- *How CAF effects Public Sector Performance in all nine CAF criteria and the six focus areas?*
- *How CAF supports PAR initiatives in the field of digitalization, innovation and sustainability?*
- *What are the ingredients, conditions and success factors for excellent results with the CAF?*
- *How CAF organisations and leaders use the CAF system for boosting citizen and employee satisfaction, the performance and quality of Public Administrations?*
- *What do the findings show for CAF Practitioners in designing and implementing effective CAF programs?*
- *Which perspectives show up for further development of the CAF?*



Alexander Grünwald

Project Manager, Consultant & Lecturer @gLAB

Fields of expertise: Public Management, Quality Management, Knowledge Management, Performance and Impact Management, Open Government and Participation, Innovation and Change Management.



Philip Parzer

Head of CAF Centre @KDZ

Fields of expertise: Strategy and mission development, Quality Management – Common Assessment Framework (CAF), Organizational development and change projects, Intermunicipal cooperation and merger projects, Leadership training and coaching.



Thomas Prorok

Managing Director @KDZ

Fields of expertise: Common Assessment Framework (CAF), Quality Management, Effective Governance and Organizational Development, Public administration reform and decentralization, European integration, local and regional governments and associations, Open government (Data) and citizen participation.



Value

Learning from each other, growing together, bringing the international CAF Practitioners closer and detecting possibilities for future collaboration.

Get your **FREE COPY of the CAF impact study 2025 by registering for the CAF Practitioners Network!**



Registration for CAF Practitioners Network

- The CAF Practitioners network is free of charge – entry to the program is possible at any time
- For registration [click here](#) or scan QR-code.

