

QUALITY MANAGEMENT THEMATIC WORKING GROUP MEETING

2 NOVEMBER 2026

Civil Service Office of Armenia, Yerevan, Armenia

Provisional Agenda

Background

The **Regional School of Public Administration (ReSPA)**, through its **Regional Quality Management Centre (RQMC)**, supports public administrations across the Western Balkans and Eastern Partnership region in strengthening organisational excellence, improving public service delivery, and advancing quality management through the implementation of the **Common Assessment Framework (CAF)**. As a regional hub for quality management, RQMC promotes cooperation among National CAF Correspondents, CAF Resource Centres, quality management units, and practitioners, facilitating peer learning, knowledge exchange, capacity building, and interregional collaboration.

Within this framework, the **Quality Management Thematic Working Group** serves as the principal platform for strategic dialogue and cooperation on quality management. It brings together officials responsible for CAF implementation and related policies to share experiences, review progress, address common challenges, and identify opportunities for further organisational development and innovation.

The 2026 meeting will bring together representatives from **Albania, Armenia, Bosnia and Herzegovina, Moldova, Montenegro, North Macedonia, Serbia, and Ukraine**. By fostering collaboration among administrations, practitioners, and partner organisations, the event aims to strengthen the regional quality management community and generate momentum for continuous improvement across public administrations. Contributions from **EIPA, SIGMA, and GIZ** will complement the programme by providing European perspectives, practical insights, and valuable lessons learned from quality management initiatives across the continent.

The meeting takes place at a particularly important moment for the quality management community. Public administrations are increasingly seeking approaches that enhance organisational resilience, improve performance, increase citizen satisfaction, and support the implementation of the **SIGMA Principles of Public Administration** and broader Public Administration Reform agendas. At the same time, several significant developments are shaping the European quality management landscape, including the ongoing **CAF 2026 revision process**, the further development of **CAF Excellence Recognition (CER)** procedure, and growing interest in synergy with complementary frameworks such as **internal control systems**, the **European Label of Governance Excellence (ELoGE)**, and **gender-responsive governance approaches**.

The meeting will feature the planned ReSPA **CAF e-Platform**, a new tool supporting organisations throughout the CAF implementation cycle. Participants will have the opportunity to explore its functionalities, including AI-supported features, and share their feedback.

Building on discussions initiated during the **5th Annual RQMC Meeting** in Belgrade in 2025, the event will also explore how quality management can contribute to more citizen-centred and responsive public administrations. In this context, it will serve as a bridge to the upcoming **Human-Centred Design (HCD)** event, highlighting approaches that complement CAF and support the design and delivery of services around users' needs.

Through peer learning and the exchange of practical experiences, participants will identify opportunities to strengthen institutional capacities, improve public service delivery, and advance organisational excellence. The meeting will also support future RQMC priorities and further strengthen regional cooperation in quality management.

PROVISIONAL AGENDA

2 November 2026:

11:00 - 11:20	Opening Remarks and Welcome - Welcome (CSO, ReSPA, GIZ, SIGMA) - Objectives of the meeting
11:20 - 13:00	Quality Management in Motion: Interregional Developments, Emerging Trends and Future Priorities An interactive exchange on recent developments, innovations and strategic priorities shaping quality management and CAF implementation across the Western Balkans and Eastern Partnership. Looking Ahead: Planned support to WB and EaP Region on QM/CAF (ReSPA/GIZ/SIGMA/EIPA) ➤ ReSPA RQMC Priorities and Upcoming Activities (ReSPA) ➤ Planned support to EaP Region on QM/CAF (GIZ/SIGMA/EIPA) ➤ CAF Update 2026: What Is Changing and Why It Matters (EIPA) Building Sustainable CAF: How Resource Centres can accelerate CAF implementation and organisational excellence (ReSPA/GIZ) ➤ First steps in establishing CAF Resource Centres in Albania and Armenia ➤ Follow-up Around the Table (AL, AM, BA, ME, ML, MK, RS, UA) ➤ Key developments, achievements and challenges from ReSPA members and beneficiary administrations <i>Interactive exchange of experiences and identification of common priorities.</i>
13:00 - 13:40	Making CAF Work Together: Synergies with Internal Control, ELoGE and Gender Mainstreaming Discussion on synergies between CAF and complementary governance frameworks. - CAF & PAR (SIGMA) - Integrating CAF and Internal Control Systems (Serbia) - Linking CAF and ELoGE for local governance excellence (GIZ/EIPA) - CAF & Gender Mainstreaming (ReSPA/EIPA/UNDP) <i>Peer exchange on practical applications and future opportunities</i>
13:40 - 14:00	Coffee Break
14:00 - 14:30	ReSPA CAF e-Platform: Transforming CAF Implementation Through Digitalisation and AI Presentation of the planned ReSPA CAF e-Platform as an interregional digital solution supporting the full CAF lifecycle.

	Key topics: • Why ReSPA is developing the CAF e-Platform • End-to-end digitalisation of CAF implementation • Main modules and user roles • AI-supported functionalities • Connection with CAF Excellence Recognition (CER) • Opportunities for user engagement <i>Short Interactive discussion and collection of feedback</i>
14:30 – 14:50	Introduction to the Human-Centred Design Event (GIZ, SIGMA, ReSPA) From Quality Management to Human-Centred Public Services • Reflections from the 5th Annual RQMC Meeting • Why Human-Centred Design matters for CAF and quality management • Connecting organisational excellence with citizen-centred service delivery • Introduction to the Human-Centred Design Event: <i>"Putting People at the Centre: Reimagining Public Services Through Human-Centric Design"</i> • Objectives and expected outcomes of the 3-4 November programme
15:00	Conclusions and Wrap-Up
15:30	Lunch