

CAF 2020 – Towards Excellence in Public Administrations with the Common Assessment Framework

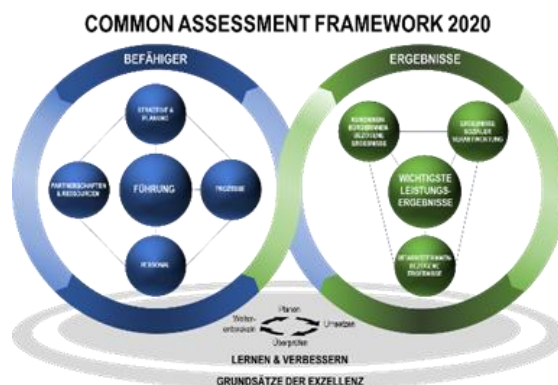
11th-12th of October 2023, Tirana

Training Objectives



CAF stands for Common Assessment Framework and is the European Quality Management System for the public sector. CAF supports effective change processes and provides concrete answers to current challenges public organisations are facing. With the new CAF 2020, there is a recognized

European standard for excellent management practices which can be used for the further development of public sector organisations. CAF has been tailored to the specific requirements of the public sector and can be used in public administrations at all administrative levels, public companies and non-profit organisations.



The objective of the CAF implementation is to carry out an overall evaluation of the organizational structures, the processes and key- results in order to improve the efficiency and quality of public services and to transform to an outstanding best practice model.

- After completing the training program the participants get to know:
- the system of the Common Assessment Framework (CAF) and its assessment criteria;
 - the principles of quality management, excellence and governance;
 - how to assess their own organisation with the CAF;
 - how CAF promotes change initiatives in public administrations;

Target Group

Public Officials, Trainers and Executives who want to know how the Common Assessment Framework (CAF) can be implemented and contributes to Excellence, better Quality and Governance in Public Sector Organisations.

CAF Trainers

- Thomas Prorok – Deputy Managing Director of KDZ, CAF-Expert
- Philip Parzer – Head of CAF Centre KDZ
- Matija Vilfan – Senior Planning Officer – Corporate Governance, eu-LISA

- Olivera Damjanovic – Programme Manager ReSPA
- Igor Markovski – Senior CAF Expert ReSPA
- Slaven Bukarica – Programme Assistant ReSPA

Training Program

APPLY the CAF – Day I

09.00	Welcome Objectives & Introduction of the participants	KDZ / ReSPA
09.15	Being excellent – Achieving better quality in public sector organisations with CAF <ul style="list-style-type: none"> • What is Quality in Public Administration? • Principles of TQM and „Excellence Culture“ 	KDZ
10.30	Break	
10.45	The Role of the CAF Self-Assessment Group <ul style="list-style-type: none"> • Main tasks The CAF 2020 assessment framework – Enablers Criteria 1-5 <ul style="list-style-type: none"> • Overview and CAF examples Break-Out Session – Enablers <ul style="list-style-type: none"> • Defining strengths, improvement areas and improvement actions 	KDZ/ReSPA Working Groups & Plenum
13.00	Lunch	
14.00	CAF Scoring – Enablers <ul style="list-style-type: none"> • How to assess with the PDCA cycle 	KDZ Working Groups & Plenum
14.30	The CAF 2020 assessment framework – Results Criteria 1-5 <ul style="list-style-type: none"> • Overview and CAF examples Break-Out Session – Results <ul style="list-style-type: none"> • Defining strengths, improvement areas and improvement actions 	ReSPA Q&A, Discussions
15.30	Break	
15.45	CAF Scoring – Results <ul style="list-style-type: none"> • How to assess with the PDCA cycle 	KDZ
16.30	Q&A, Discussion	Plenum
17.00	End of training	

APPLY the CAF – Day II

09.00	Warm-Up	KDZ / ReSPA	
09.15	Stakeholder Analysis	KDZ	
	<ul style="list-style-type: none"> • Depicting the clients / different stakeholders needs and challenges of an organisation 	Working Groups & Plenum	
10.30	Break		
10.45	Anchoring the CAF process in the organisation	KDZ / ReSPA	
	<ul style="list-style-type: none"> • The 3 phases of CAF implementation • Project assignment • Roles & Responsibilities 		
	<ul style="list-style-type: none"> • CAF-Communication Plan • Adjusting the CAF questionnaire • Selection of CAF Self-Assessment-Group • Collecting the individual assessments 		
	How to get CAF started		
	<ul style="list-style-type: none"> • Ensuring management commitment • Communication Plan • Lessons-Learned and success factors 		
	11.45		Working Groups & Plenum
	12.30		Lunch
13.30	Break-Out Session – Common understanding of good governance and the 8 principles of excellence	KDZ / ReSPA	
	<ul style="list-style-type: none"> • The TQM maturity of an organisation 	Working Groups & Plenum	
14.30	CAF experiences and programs in the Western Balkans	ReSPA	
	<ul style="list-style-type: none"> • “State of the art” of CAF implementations in the Western Balkans 		
15.00	Break		
15.15	Sum-up & next steps	KDZ / ReSPA	
16.00	End of Training		