

Quality Management Working Group and CAF Network Joint Meeting

Hotel Tirana International, Tirana, Albania
7 July 2022
(Conference room CLASSIC)

I. Background

ReSPA Quality Management Working Group (QM WG) aims to support the public sector by exchanging information and knowledge-sharing on the Quality of Public Administrations & Services, as well as to put forward solutions to be elaborated on a regional basis. At the operational level, members of QM WG are exchanging experiences and best practices and are coordinating the advancements in the QM thematic area at the regional level by providing comprehensive programmatic inputs for the ReSPA activities. The focus is on the **identification of common priorities, providing recommendations, discussing research-related materials and proposing measures to be undertaken by ReSPA to support the reform processes of its Members in a given thematic area.**

Regional CAF Network (Network), established within Regional Quality Management Centre (RQMC) in ReSPA, seeks to improve the cooperation in the field of Quality Management amongst the members of the Center, focusing on CAF in particular. The Network is **monitoring the situation of CAF implementation in the Members' administrations, promotes the CAF through raising awareness and informs ReSPA/RQMC accordingly. The Network, alike QM WG, informs the Regional QM Centre on the implementation of QM activities out of the Action Plan of PAR strategy in the respective country or any other significant change related to strategic position of QM, and especially CAF.**

The regional aspect of the tasks associated with QM WG and more specific insights that CAF Network acquires on the individual member level are in mutual correspondence. The common task of both groups is to monitor the changes and trends related to strategic directions and measures undertaken within PAR related to QM and CAF (Service Delivery) in each member. It confirms the importance of aligning ReSPA work with public administration reforms in the Western Balkans in the area of Service Delivery.

II. Scope of the meeting

The aim of the joint meeting of Quality Management Working Group and CAF Network is to review the results and impact of the current RQMC Programme (2021-2022) in respect to the

needs in each member and to discuss possible variations and upgrading of the RQMC Programme in the short and mid-term regarding the Programme initiatives at the regional level.

For achieving this aim it is needed to:

- 1) Cross-check the information related to existing and anticipated needs and requirements from the public administrations with RQMC Programme activities. (Areas of support at the country level)
- 2) Discuss the existing and anticipated plans of enhancing the QM agenda in the ReSPA Members and how possible expansion of RQMC services could respond to these plans, specifically to identified common plans and actions through possible regional initiatives fostered in RQMC. (Regional initiatives)

1. Areas of support on individual member level by delivery of RQMC services

Mapped needs and findings from the final draft of Regional QM Analysis, results of the SIGMA reports 2021 pertaining to Service Delivery, updated Programme of RQMC (2022), Workplan of BACID III Project as well as views from each member will be put in correlation to find out the level of compliance of RQMC Programme with existing needs related to Service Delivery/QM agenda from each country. The conclusions will be used to evaluate the degree of the relevance of the current RQMC Programme and to adjust it accordingly.

The members of both groups will be provided with a summary of mentioned materials. It is expected that QM WG and CAF Network members review the provided information prior to the meeting. Through the interactive work, the groups will outline the compliances and gaps of the RQMC Programme for 2022-2023 with the most relevant needs from their public administration.

The first case PEF Certification for obtaining the CAF Effective User Label will be presented.

2. Regional initiatives to be fostered by RQMC

Recommendations from the draft Regional QM Analysis, SIGMA reports, and recommendations from ReSPA experts will be reviewed from the angle of strategic plans/national policy documents from each member so that possible regional initiatives for Programme areas of RQMC beyond 2022 are proposed. Programme areas of RQMC coincide with objectives as set up in Memorandum on Establishment and Operation of the RQMC, but are not limited to them.

The members of both groups will be provided with a summary of recommendations from mentioned materials. It is expected that QM WG and CAF Network members provide a review of measures or actions defined in each country's Action Plans of PAR strategies (if existing) or national plans pertaining to QM and Service Delivery. They will be compared with the proposed recommendations, common denominators will be defined and based on them the feasible actions will be proposed as the Programme activities for RQMC beyond 2022.

Selected priority proposals for regional initiatives will be further discussed in this section of the meeting.

Identified areas of support needed by each member and the proposals for regional initiatives will be used by ReSPA for future Programme planning.

Agenda

08.30-08.40	Introductory words ➤ Programme of RQMC servicing current needs for enhancing QM agenda in ReSPA Members	Olivera Damjanovic, ReSPA Programme Manager
08.40-09.00	➤ Overview of activities of RQMC implemented in 2022	Olivera Damjanović
09.00-09.30	➤ Periodical Regional QM Analysis – Overview of identified needs per country	Tihana Puzic, QM Expert
09.30-10.00	➤ ReSPA Member needs and RQMC services (work in groups)	Tihana Puzic, Olivera Damjanovic
10.00-10.15	➤ Review of conclusions (plenary)	Tihana Puzić
10.15-10.30	➤ PEF Certification in Civil Service Agency FBiH	Samra Ljuca, Deputy of Director, CSA FBiH
10.30-11.00	Coffee break	
11.00-12.30	Enhancing the QM agenda in the ReSPA Members ➤ Overview of recommendations for regional initiatives ➤ Regional initiatives proposals ➤ Prioritization of regional proposed activities	Olivera Damjanović / Tihana Puzić
12.30- 13.30	Lunch	