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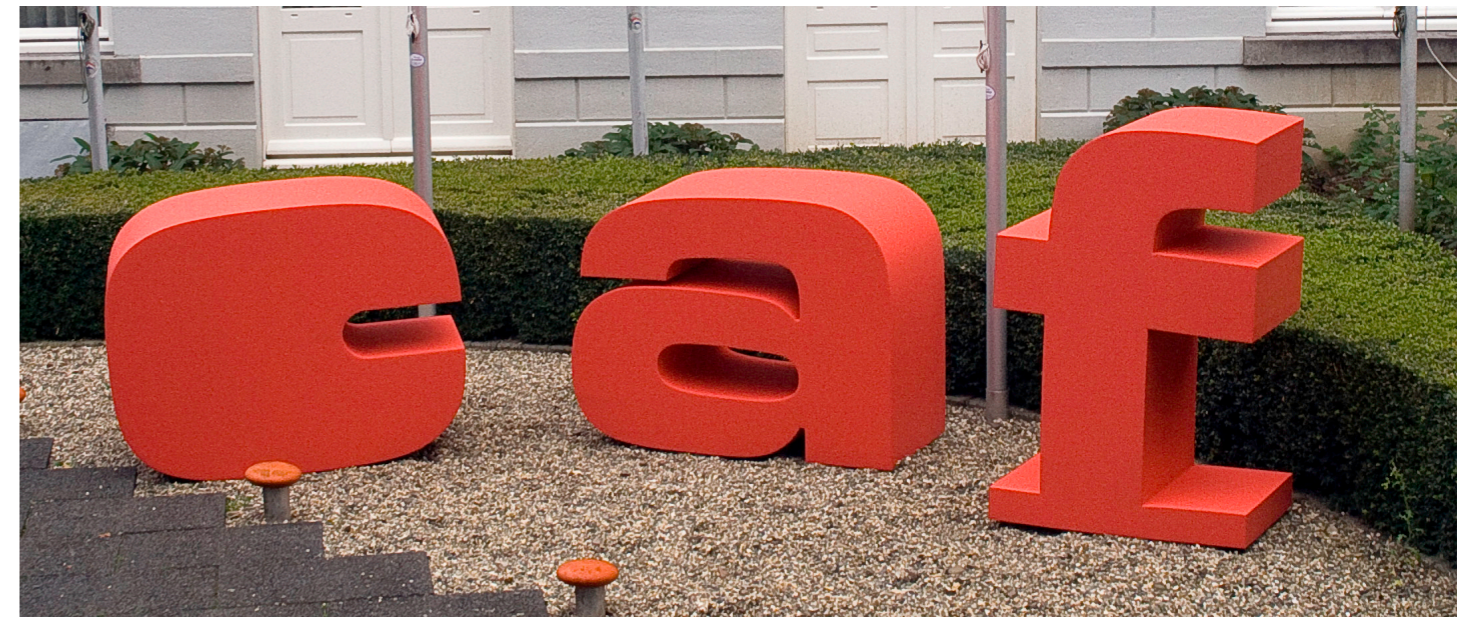
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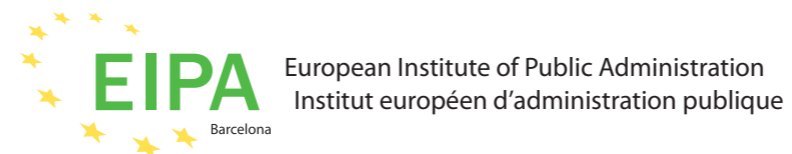
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CAF 2013 Training Event The Common Assessment Framework in Action

Barcelona (ES), 16-17 October 2013



Organised by
CAF Resource Centre of the European Institute
of Public Administration (EIPA), Maastricht (NL)
and the EIPA Barcelona (ES)



CAF 2013

Programme

Target group

The profile of the participants to whom we address our seminar includes trainers, human resources managers as well as quality and change managers involved in introducing quality management techniques and tools as well as HR instruments in the public sector (ministries, agencies, regional and local administrations, education, police, health care, etc.).

Description

The Common Assessment Framework (CAF) is a total quality management (TQM) tool specifically designed for the development of TQM in public sector organisations, starting with a self-assessment of their organisational performance. Since the launch of the first version in 2000 and revised versions in 2002 and 2006, around 3000 organisations in many European countries have implemented the CAF. This CAF training will be based on the CAF 2013 version.

Learning methodology

The training will provide a more in-depth analysis of different aspects such as:

- how to adapt the self-assessment process to your own organisation(s);
- the development of action and improvement plans;
- outlines of CAF training schemes;
- efficient use of e-Tools for the CAF;
- the role of the CAF Resource Centre (RC) at EIPA.

Objectives

At the end of this course, participants from different levels of administration will indeed be in a better position to implement the CAF in their own organisations and/or they will be able to assist other organisations in the implementation of the CAF. The methodology used will combine presentations of approaches developed from various perspectives, case studies, workshops and plenary sessions.



EIPA seminar team

Project leader

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Programme

WEDNESDAY 16 OCTOBER 2013

09.00 Welcome and introduction

Patrick Staes, Project Leader, Seconded National Expert; Head of the CAF Resource Centre, EIPA, Maastricht (NL)

The CAF model and the European context

09.10 The European vision of quality: the Common Assessment Framework. Its origin and actual use

Patrick Staes

09.30 The Common Assessment Framework: the CAF 2013 model in detail

Patrick Staes

11.00 Coffee break

11.30 Exercise 1: "Identify the sub-criteria" – group discussions

12.15 Exercise 1: "Identify the sub-criteria" – review of results in plenary session and discussion

Patrick Staes

The self-assessment (SA) process

13.00 The self-assessment process: how to secure the involvement of staff by management

The different actors and their roles, timing, reporting, guidelines, the use of e-tools in the SA process
Ann Stoffels, EIPA CAF Resource Centre, Maastricht (NL)

13.45 Lunch

15.30 How to assess an organisation by defining strengths and areas for improvement and scoring

Patrick Staes

15.45 Exercise 2: "How to score" – group discussions

16.15 Exercise 2: "How to score" – review of results in plenary session and discussion

Patrick Staes

17.00 The implementation of CAF : practical case From Quality to Excellence: how to increase people involvement

Gaetana Rubino, Chamber of Commerce, Industry, Craft Trade and Agriculture of Crotona, Italy

18.00 End of the first day

20.30 Welcome seminar dinner

THURSDAY 17 OCTOBER 2013

The CAF as a driving force behind organisational change

09.00 How to prioritise improvement actions and draft an action plan

Patrick Staes

09.30 Exercise 3: Prioritise a number of proposed actions – group discussions

10.15 Exercise 3: Prioritise a number of proposed actions – review of results in plenary session

10.45 Coffee break

11.15 Communication strategy for the CAF: communication as a key success factor for change

Patrick Staes

11.45 Exercise 4: How to draft an effective improvement plan – criteria and conditions for effective improvement; discussion in working groups

12.30 Exercise 4: How to draft an effective improvement plan – criteria and conditions for effective improvement; review in plenary session

13.30 Lunch

15.00 External feedback on the use of the CAF: methodology and pilot projects

The European CAF community has developed a methodology to provide external feedback on CAF self-assessments and how to reward organisations for subsequently installing a culture of improvement
Patrick Staes

Networking: the CAF Resource Centre at EIPA

16.00 What can the CAF RC at EIPA do for you? (incl. CAF e-tool)

Ann Stoffels

16.30 Evaluation and closure of the seminar

Patrick Staes