

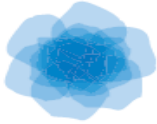
### 3<sup>rd</sup> European CAF Users Event Lisbon 11-12 October 2007

You find here the [programme](#) as well as the presentations of the 3rd CAF European Users Event, which took place during the Portuguese Presidency of EU.

The table below gives access to the different presentations (click on the links).

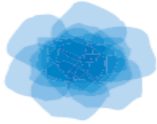
#### a. PLENARY SESSIONS

| Plenary session nr | Presentation  |   |
|--------------------|---|---|
| 1                  | <a href="#"><i>The CAF as an instrument for a bottom-up European quality approach in the public sector</i></a>                                | √ |
| 2                  | <a href="#"><i>People: the heart of the organisation</i></a>  | √ |
| 3                  | <a href="#"><i>Processes: the heart of the matter? Reflections on the practical challenges and opportunities for innovation</i></a>           | √ |
| 4                  | <a href="#"><i>Towards the vision - Committed leadership</i></a>  | √ |
| 5                  | <a href="#"><i>The Luxembourg CAF Programme for continuous improvement: communication, self-assessment clusters, support and transfer</i></a> | √ |
|                    | <a href="#"><i>The implementation of the CAF in the Regional Administration of the Azores – Challenges and Strategies</i></a>                 | √ |
|                    | <a href="#"><i>Using the CAF for the first time: the experience of the European Court of Auditors</i></a>                                     | √ |
|                    | <a href="#"><i>A recent breakthrough of the CAF: its implementation at the Prime Ministry of Turkey</i></a>                                   | √ |



**b. PARALLEL SESSIONS**

| <b>Parallel sessions 1 - PEOPLE: THE HEART OF THE ORGANISATION</b> |  |   |
|--|--|---|
| <b>Session nr</b>  | <b>Case</b>  |   |
| <b>1</b>   | <b>Denmark:</b> <a href="#"><u>KVIK (CAF) self-assessment in the Municipality of Hoeje Taastrup, west of Copenhagen: large-scale self-assessment, involving many people.</u></a> | √ |
|  | <b>France:</b> <a href="#"><u>Engaging people in the CAF through the process approach.</u></a>   | √ |
| <b>2</b>   | <b>Romania:</b> <a href="#"><u>Improve activities within the Sibiu Prefecture through CAF.</u></a>   | √ |
|  | <b>Italy:</b> <a href="#"><u>Improve the service for families and students through people empowerment.</u></a>   | √ |
| <b>3</b>   | <b>Bulgaria:</b> <a href="#"><u>The CAF 2006 and BSC: aligning individual objectives with organisational strategy.</u></a>   | √ |
|  | <b>Estonia:</b> <a href="#"><u>CAF as a tool for creating an attractive organisation for competent and committed people.</u></a>   | √ |
| <b>Parallel sessions 3 - TO INNOVATE AND CHANGE PROCESSES</b>      |  |   |
| <b>Session nr</b>  | <b>Case</b>  |   |
| <b>7</b>   | <b>Poland:</b> <a href="#"><u>Innovations and changing processes in tax offices thanks to the work of a bench-marking/bench-learning CAF group.</u></a>                          | √ |
|  | <b>Czech Republic:</b> <a href="#"><u>A bench-learning project between Czech municipalities in the Olomouc and Moravian–Silesian Regions.</u></a>                                | √ |
| <b>8</b>   | <b>Hungary:</b> <a href="#"><u>The application of the CAF in the Hungarian Administration of Pension Insurance.</u></a>  | √ |
|  | <b>Portugal:</b> <a href="#"><u>SGMCTES' way to excellence.</u></a>  | √ |
| <b>9</b>   | <b>Norway:</b> <a href="#"><u>CAF implementation process in upper secondary schools in Nord-Trøndelag County.</u></a>  | √ |
|  | <b>Germany:</b> <a href="#"><u>CAF – Learning and leadership in a process of change.</u></a>   | √ |



| Parallel sessions 5: LEADER`S COMMITMENT TO CHANGE |   |   |
|--|---|---|
| Session nr   | Case  |   |
| 13   | <b>Belgium:</b> <a href="#"><i>The role of leadership in the implementation of total quality management in a prison.</i></a>          | √ |
|  | <b>Spain:</b> <a href="#"><i>The exercise of leadership in a police organisation that wants to orient itself to the citizens.</i></a> | √ |
| 14   | <b>Austria:</b> <a href="#"><i>CAF self-assessment to improve the quality of the health care system.</i></a>                          | √ |
|  | <b>Cyprus:</b> <a href="#"><i>CAF in the State General Laboratory of Cyprus.</i></a>  |   |
| 15   | <b>Slovenia:</b> <a href="#"><i>Management as a driving force behind organisational changes using the CAF.</i></a>                    | √ |
|  | <b>Greece:</b> <a href="#"><i>Towards Excellence in a Changing World.</i></a>   | √ |

| Parallel Session 2 and 4 : CAF IN PRACTICE |  |     |
|--|--|-----|
| 4 and 10                                   | CAF Clinic - <i>Allowing the public to put their questions forward.</i>                        | N/A |
| 5 and 11                                   | <a href="#"><i>CAF eTool and users' database.</i></a>  | √   |
| 6 and 12                                   | Communication strategy for the CAF – <i>A key factor for the success of a CAF application.</i> | N/A |