



QUALITY MANAGEMENT IN PUBLIC ADMINISTRATION

TRAINING SEMINARS 2011

The CAF External Feedback and Label: Training on the Delivery of External Feedback

Maastricht, 13-14 January 2011

Target Group:

The newly created CAF External Feedback Procedure needs people (CAF External Feedback Actors) to judge the CAF self-assessment and its impact on an organisation, thereby providing useful feedback.

External Feedback Actors need to have a broad knowledge and experience of management and change processes in public sector organisations. The actor can gain the necessary competencies from a variety of sources including work experience, previous assessment experience (with CAF or EFQM), education and training.

Description

Since the launch of the CAF in 2000, its implementation and use has shifted from a self-evaluation (making a good diagnosis of the organisation), to making improvements based on this diagnosis. But organisations applying the CAF also wanted to see the results of all their efforts and were looking for feedback. In order to provide organisations with this feedback, the CAF External Feedback Procedure has been created by the EU Member States.

This CAF External Feedback Procedure, which is made available to CAF users, aims – by means of external assessment – to verify the quality and effectiveness of CAF implementation. This feedback is given by peers and/or external experts: the so-called CAF External Feedback Actors.

In order to be selected by a national organiser as a CAF External Feedback Actor, candidates have to follow an approved training course.

Method: A mixture of presentations, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

Objectives: At the end of the seminar the participants should be able to

1. analyse the implementation of CAF through the process of self-assessment and improvement actions and assess whether the organisation is installing TQM values;
2. give feedback and suggestions regarding the implementation of CAF, its strengths, weaknesses and how it could be improved;
3. support and renew the organisation's enthusiasm to work with holistic quality development and self-assessment using the CAF model;
4. be a candidate for selection as a CAF External Feedback Actor in his/her country.

Fee: € 800

Language: English

URL: <http://seminars.eipa.eu/en/activities09/show/&tid=4298>



The Common Assessment Framework and the Balanced ScoreCard

Maastricht, 15-17 June 2011

Target Group: Trainers as well as quality and change managers involved in introducing quality management techniques and management tools in the public sector (ministries, agencies, regional and local administrations, education, police, healthcare, etc.).

Description: The Common Assessment Framework (CAF) is a total quality management tool (TQM) based on the Excellence Model of the European Foundation for Quality Management and the model of the German University of Administrative Sciences in Speyer. It has been 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, more than 2000 organisations in many European countries have implemented the CAF..

In the same period, the Balanced ScoreCard (BSC) was discovered by the public sector and adapted; it is now increasingly being used. This training will discuss both tools, compare their specific characteristics and consider the most appropriate way to use them. Should the CAF and BSC be used in an integrated way or should they be used separately, each model delivering the benefits it was designed for? In doing so, how can both models complement each other? Cases from different countries will illustrate how both tools strengthen the performance of public sector organisations.

Method: A mixture of presentations, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

Objectives: At the end of the seminar the participants should have a clear understanding of

- the CAF 2006 quality model itself, the self-assessment process and the impact on the organisation;
- the Balanced Score Card as used in the public sector;
- the key points of difference in approach, process and benefits;
- their common features;
- how to implement them together.

As a result, the participants will be better prepared to implement the CAF and BSC in public sector organisations.

Fee: € 990

Language: English



Quality Management in the Public Sector: The Common Assessment Framework in Action

Barcelona, 22-23 September 2011

Target Group: Trainers as well as quality and change managers involved in introducing quality management techniques in the public sector (ministries, agencies, regional and local administrations, education, police, healthcare, 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, more than 2000 organisations in many European countries have implemented the CAF.

This CAF training will be based on the CAF 2006 version. 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.

Method: A mixture of presentations, specific case studies, exchange of experiences and interactive discussions in a combination of workshops and plenary sessions.

Objectives: By the end of the seminar, participants should have a clear understanding of:

- the CAF 2006 quality model itself and the self-assessment process;
- how to set up training at national, regional or organisational level;
- how to launch improvement actions on a short, medium and long-term basis;
- the benefits of e-tools, databases and bench learning; and
- the support they can get from EIPA's CAF Resource Centre.

They should be better prepared to implement the CAF in their own countries and their organisations or be able to assist other organisations in the implementation of the CAF.

Fee: € 800

Language: English & Spanish



Performance Management in the Context of Total Quality Management

Maastricht, 7-9 December 2011

Target Group:

Public top and middle managers as well as quality and change managers, interested and/or involved in introducing management tools and quality management techniques in the public sector (ministries, agencies, regional and local administrations, education, police, healthcare, etc.).

Description

Performance management in public administration has a long ascendancy, and in all probability, a long road ahead. Nonetheless, performance management is not without its problems. Practitioners, management consultants as well as academics have sought solutions in response to the paradoxical and often problematic nature of performance management. New Public Management reforms worldwide have introduced a variety of performance measurement and management practices. Performance management has gradually become an integral part of modern governance arrangements.

On the term “performance” itself different interpretations are possible. Not to speak how public sector organisations can manage this performance meaning define objectives, monitor execution and evaluate the results?

This 3 days seminar will focus on organisational performance. Experts and practitioners will present their views and experiences on this field. The participants will be invited to discuss their outputs – services and products delivered - and their outcomes - impacts on society - and the way their organisation is managed in order to achieve these results.

Indicators are often the magic word. But is measuring (and managing) performance the same as creating a set of indicators and gathering data or is more at stake? Answers to these and many more questions are discussed and to be found during this seminar.

Methodology: A mixture of presentations, specific case studies, experiences and interactive discussions in a combination of workshops and plenary sessions.

Objectives: At the end of the seminar participants should have a clear understanding of

- the essence of public sector performance measurement and management,
- for what reasons performance measurement can be used,
- how to set up a sound performance measurement system in a public sector organisation

Fee: € 990

Language: English



ORGANISATION

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DETAILED PROGRAMMES

Published online as soon as they are available

See/Bookmark:

- (activities/ main page) <http://www.eipa.eu/caf>

- (agenda 2011) <http://www.eipa.eu/en/pages/show/&tid=85>

CAF external feedback: <http://www.eipa.eu/en/pages/show/&tid=136>