

CAF NATIONAL ACTION PLAN - BELGIUM

A. Spreading Information on CAF

A.1 Publications on CAF

Title of the publication	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF 2006	Standard brochure with illustrations	CAF correspondent	All civil servants		February 2007	JM dochot

A.2 Introductory Meetings

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
None						

A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
www.publicquality.be	european and national quality conference/articles on CAF/CAF brochures to be downloaded/	CAF correspondent	All		From 2003, relouked in 2005	Els van de kauter

	databank with CAF applications and good practices/ links on quality in the public sector					

B. Trainings

B.1 CAF integrated in general training programmes for civil servants

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Quality management in organisations	Several quality approaches and CAF	Federal institute of training	Federal civil servants		Twice a year	OFO-IFA

B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF training	Theory and practice of the CAF	CAF correspondent	All the candidates to the national conference		Every 2 years	CAF correspondent

B.3 CAF trainings by partners

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
none						

C. Developing additional tools

C.1 Guidelines

Name of the guideline	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
none						

C.2 Case studies

Name of the Case	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
none						

C.3 CAF for specific sectors

Name of the sector	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Local administrations		P. Staes- N.Thijs	Local civil servants	Polytheia edition		P. Staes- N.Thijs
Educational		JM Dochot	People from	Working	To be continued	JM Dochot

sector			schools of different levels (primary, secondary, high and university)	group composed by teachers of different levels		

D. Organise support for individual organisations in implementing CAF

D.1 In-house training

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
On demand provided by organisational development unit	Theory and practice of the CAF		Federal public organisations			JM Dochot

D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
On demand provided by organisational development unit	adapted		Federal public organisations			JM Dochot

E. Stimulate CAF partnerships at regional and local level

Type of partnership	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Steering Committee of the National Quality Conference	Organisation of the national conference and involvement of the different levels of authorities in Belgium	Interministerial conference of public service in Belgium (6 Ministers)	All the civil servants in Belgium		Every 2 years	Serring committee (see publicquality website)

F. CAF events/activities

F.1 Users' events

Name of the users event	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Organisational development network including CAF users	To be developped	Organisational development unit	People of the Federal public service in charge of the organisational development		1 st meetin to be determined in September	JM Dochot

F.2 Quality Conferences involving CAF

Name of the Conference	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person

National quality Conference	Good practices	Steering committee	All civil servants in Belgium		20-11-07	JM Dochot

G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Databank on the website	JM Dochot	All Belgian public organisations			Els van de kauter

H. Other activities

Name of the activity	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person