

## CAF NATIONAL ACTION PLAN – BULGARIA (2007)

**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	User guidelines	PHARE project	All public administrations		End of the year	M. Ilieva

**A.2 Introductory Meetings**

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**A.3 CAF Website**

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
	Online questionnaire; Guidelines how to implement the self assessment; Useful documents; Good practices, Benchmarking and Bench learning; Forum; Links to other useful sites; others	MSAAR	All administrations		End of the year	M. Ilieva

**B. Trainings****B.1 CAF integrated in general training programmes for civil servants****B.2 Specific CAF trainings****B.3 CAF trainings by partners**

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## C. Developing additional tools

### C.1 Guidelines

Name of the guideline	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
	To strengthen the administrative capacity of the Ministry and assist it in developing, implementing, monitoring and controlling of the CAF as a Quality Management System; To improve the System for Self-Assessment in view of better measurement of the development of the administrations, better possibilities for comparison among the administration and development of indicators for customers' opinion.	PHARE project	Public administrations	Twinning (not tendered yet)	End of the year	M. Ilieva

### C.2 Case studies

### C.3 CAF for specific sectors

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## D. Organise support for individual organisations in implementing CAF

### D.1 In-house training

### D.2 In-house coaching

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## E. Stimulate CAF partnerships at regional and local level

Type of partnership	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
	Consultations and financing	MSAAR; Operational Programme Administrative Capacity	Regional and Local administrations	Public administrations	Constantly	

**F. CAF events/activities**

**F.1 Users' events**

**F.2 Quality Conferences involving CAF**

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**G. National registration of CAF users**

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**H. Other activities**

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