

**CAF NATIONAL ACTION PLANS
CZECH REPUBLIC 2008-2009**

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 brochure	Updated brochure CAF 2006 (Czech version, 2 nd edition)	National Information Centre for Quality Promotion (NIC-QP)	CAF users	Ministry of Interior (MoI) + Czech Society for Quality (CSQ)	June 2008	info.npj@npj.cz
CAF Implementation in public administration – conference proceedings	Conference proceedings	EDUKOL	CAF users, public		July 2008	edukol@edukol.cz
CAF Implementation in schools	Updated brochure CAF for schools based on experience in educational institutions	ESF project	CSQ	Partnership schools	2008/2009	steinbachova@csq.cz

A.2 Introductory Meetings

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person

A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
http://www.mvcr.cz/kvalita ,	basic information, CAF brochures	MoI	CAF users, new clients		continuously	kajml@mvcr.cz
http://www.csq.cz/cs/model-caf.html	basic information, CAF brochures	CSQ	CAF users, new clients		continuously	ruzicka@csq.cz
http://www.npj.cz/publikace_vyhledavani.asp	brochures	NIC- QP	CAF users		continuously	info.npj@npj.cz
http://www.benchmarking.cz/caf/	Database with best practise in public sector, schools	CSQ	CAF users, new clients		continuously	ruzicka@csq.cz

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 manager in public administration	CAF model quality training with inside look to CAF implementation and self-assessment process (9 days)	EDUKOL	civil servants, potential members of SAG		May 2008	edukol@edukol.cz
CAF Manager	CAF model quality training (6 days)		CSQ		?	

B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
External CAF assessor	training of CAF assessors and for Nation Quality Award and Award of MoI for Quality in PA (3days)	Czech Quality Award AssotiationI	CAF experts, civil servants	CSQ	April 2007, April 2008	cena@czechmade.cz
Training of regional quality managers	CAF, ISO, BSC, BMK, BLN, CC, LA 21	European Social Found (ESF)/MoI	quality managers from region and city authorities	Syndicate of Secretaries of City and Municipal Authorities (SSCMA)	September 2008 - November 2009	kajml@mvr.cz
Quality Benchlearning I + II	Part of a benchlearning project – workshops on individual criteria assessment	EDUKOL	Civil servants – self assessment group members		April 2008, May 2008	edukol@edukol.cz

B.3 CAF trainings by partners

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

C. Developing additional tools

C.1 Guidelines

Name of the guideline	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Improving Customer Orientation through Service Charters	a handbook for improving quality of PA using customer charters (Czech version, 1 st edition)	SIGMA/MoI	city and municipal authority	Governance International	January 2008	kajml@mvr.cz
Methodology for quality improvement	methodology for implementation of basic quality methods to main type of local administration authorities	ESF/MoI	city authority, association of municipalities	SSCMA	November 2008 - November 2009	kajml@mvr.cz

C.2 Case studies

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

C.3 CAF for specific sectors

Name of the sector	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
employment offices	improvement of Czech employment offices by CAF implementation	ESF/Ministry of Labour and Social Affairs	network of employment offices in CR	MoI	October 2008 - December 2009	alena.jungova@mpsv.cz

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
Quality manager in public administration	CAF model quality training with inside look to CAF implementation and self-assessment process (9 days)	EDUKOL	civil servants, potential members of SAG		continuously	edukol@edukol.cz
CAF manager (public sector)	CAF model quality training	CSQ			continuously	

D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Trainings within CAF implementation						

E. Stimulate CAF partnerships at regional and local level

Type of partnership	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
project partnership	implementation of CAF and another quality tools into PA authority	ESF/MoI	central, regional and local PA authority		January 08 – December 08	kajml@mvr.cz

F. CAF events/activities

F.1 Users' events

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

F.2 Quality Conferences involving CAF

Name of the Conference	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
5 th Quality conference in PA	TQM in PA, best practice	MoI, Olomouc Region Authority	civil servants, politicians, public	QCCR	January 2009	kajml@mvcz.cz
6 th Quality conference in PA	TQM in PA, best practice	MoI	civil servants, politicians, public	QCCR	January 2010	kajml@mvcz.cz
CAF model implementation in public administration	CAF in PA, best practises	EDUKOL	civil servants, politicians, public		May 2008	edukol@edukol.cz
International conference for quality		EOQ	CSQ	QCCR	November 2008	steinbachova@csq.cz

G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
database of CAF users	MoI	Czech PA authorities		continuously	kajml@mvcz.cz

H. Other activities

Name of the activity	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Nation Quality Award for CAF	competition for Nation Quality Award	Czech Republic Quality Council (NPQ)	PA sector	CSQ (skilled quarantee)	February - November 2007 February - November 2008	cena@czechmade.cz
Award of MoI for Quality in PA	competition for Award of MoI for Quality in PA	MoI	central, regional and local PA authority		March - December 07 March - December 08	kajml@mvr.cz