

## CAF NATIONAL ACTION PLAN - DENMARK

### ULTIMATE SPONSOR OF THE CAF ACTIVITIES IN YOUR COUNTRY

The dissemination of CAF in Denmark is ultimately sponsored by the Minister of Finance, who specifically mentions the spreading of CAF in the Modernising Government Programme.

## A. Spreading Information on CAF

### A.1 Publications on CAF

Title of the publication	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
KVIK Vejledning 2006	The manual to the Danish version of CAF (KVIK). Contains an introduction to the model and the self-assessment process.	SCKK	Participants in a self-assessment process.		Published October 2006	Hanne Dorthe Sørensen  Mads Biering-Sørensen
KVIK Manual 2006	The manual to the Danish version of CAF (KVIK) in English. Is only available electronically (cd/pdf-file)	SCKK	As above		As above	
Selvevalueringsguide	A practical guide to the self-assessment process. Gives advice on matters concerning the design of the process and answers often occurring questions. Is only available electronically as pdf-file on <a href="http://www.sckk.dk">www.sckk.dk</a> .	SCKK	The project leader(s) of a self-assessment process.		Continuously updated. Last version updated January 2007	

## A.2 Introductory Meetings

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
<p>KVIK I: Introduktion til KVIK selvevaluering fra start til slut</p> <p>KVIK I: Introduction to KVIK self-assessment from beginning to end</p>	An introduction to KVIK as the Danish version of CAF. Introduces the model and related tools and present a case-example. The meeting is of 3 hours duration.	SCKK	Quality developers and decision-makers in the public sector.		Approximately 4 times a year	

## A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
<a href="http://www.sckk.dk">www.sckk.dk</a>	The main website of SCKK (The Centre for Development of Human Resources and Quality Management). All materials regarding KVIK is introduced and can be downloaded from this page. Only in Danish.	SCKK	The public sector			
<a href="http://www.kvikselv.dk">www.kvikselv.dk</a>	The KVIK e-Tool. The tool guides the participants through the individual phase of the self-assessment. The project leader can subsequently easily compile the data.	SCKK	Self-assessing organisations			

## 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
We have no systematic evidence regarding this. However we know that in some sectors e.g. the Police, where self-assessment is required for all units, some training does take place						

### B.2 Specific CAF trainings

Name of the training	Content	Sponsor/ initiator	Target Group	Partner	Date/Timeframe	Contact Person
KVIK II: Tovholderens rolle og opgaver KVIK II: The role and tasks of the project leader	The training gives the project leader the necessary knowledge to design and lead the self-assessment process. The training is of 1 day duration.	SCKK	The project leader(s) of the self-assessment		2-3 times a year + on request. E.g. a training will be taking place on the Faroe Islands in May.	

### 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
Selvevalueringsguide Selfassessment guide	A practical guide to the self-assessment process. Gives advice on matters concerning the design of the process and answers often occurring questions. Is only available	SCKK	The project leader(s) of a self-assessment process.		Continuously updated. Last version January 2007	

	electronically as pdf-file on <a href="http://www.sckk.dk">www.sckk.dk</a> .					
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## C.2 Case studies

Name of the Case	Content	Sponsor/ initiator	Target Group	Partner	Date/ Timeframe	Contact Person
KVIK I Ankestyrelsen – selvevaluering efter KVIK-modellen med fokus på medarbejderinddragelse.	A description of the KVIK self-assessment in The National Social Appeals Board (a government agency under the Ministry of Social Affairs).	SCKK		The National Social Appeals Board		
KVIK-selvevaluering i hele Høje-Taastrup Kommune	A description of the KVIK self-assessment in a Danish municipality (Høje-Taastrup)	SCKK		Høje-Taastrup municipality		
Others are currently being drafted						

## C.3 CAF for specific sectors

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## 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
Training of self-assessment group	An introduction to the model, the phases of the self-assessment process and the different tasks of the group. Typically a 1 day session	SCKK/ individual organisation	Self- assessment group		On request –delivered free of charge in the state sector and on a cost basis at the regional and local level	

## D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Upstart Coaching/ Counselling	Coaching on the model and the setup of the self-assessment in the specific organisation. 1-1½ hour duration.	SCKK/individual organisation	Quality developers and decision-makers in organisations starting a self-assessment		On request – delivered free of charge	

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

Type of partnership	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
A partnership agreement with the municipality of Høje-Taastrup Is currently being drafted in order to spread knowledge of their experiences with KVIK						

## F. CAF events/activities

### F.1 Users' events

Name of the users event	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
KVIK ERFA	A one day seminar for KVIK users. News about developments in KVIK/CAF, dissemination of knowledge and sharing of experiences.	SCKK	KVIK/CAF users		1 time each year	

## F.2 Quality Conferences involving CAF

Name of the Conference	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
SCKK Konference	A big event bi-annually for 1200 decisionmakers in the public sector – always includes workshops on KVIK	SCKK	1200 decisionmakers in the public sector –		Biannually – last event in March 2007	
Various SCKK Events – includes workshops on KVIK			HR-managers and change agents		3-5 events pr. year	

## G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
All users of the <a href="http://www.kvikselv.dk">www.kvikselv.dk</a> are registered. The data regarding contact persons is subsequently handed over to EIPA	SCKK				

## H. Other activities

Name of the activity	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Gathering of experiences with using self-assessment tools at the regional/local level	A network with so far 6 municipalities is currently being established in order to collect their experiences as an input for the on-going quality reform of the public sector	Ministry of Finance/SCKK				