

CAF NATIONAL ACTION PLAN - ESTONIA

ULTIMATE SPONSOR OF THE CAF ACTIVITIES IN YOUR COUNTRY

There is no particular decision of the government (cabinet of ministers) about using CAF-model as a common tool in Estonian public administration. However in the strategic plan of the Ministry of Finance there are stated the specific measures in order to raise the quality awareness and use of the quality management methods (CAF) in public sector (the strategic plan of the ministry is approved by the minister of finance, so there is a decision on the minister's level).

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-brochure (Estonian translation) (planned)	Estonian translation of CAF2006, self-assessment guidelines and definitions	Ministry of Finance of Estonia	All state and local government agencies as well as all other persons/organisations interested in CAF	-	First translation in March, (web) publication in the II semester 2007	Karin Närep (karin.narep@fin.ee), +3726113532

A.2 Introductory Meetings

There are several meetings for introducing CAF in different agencies etc, which are organised by the Ministry of Finance depending on the request of the agencies and are not planned long time in advance. However there are also some meetings organised on the initiative of the Ministry of Finance.

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
The Meeting of the network of the change agents of the ministries	The introduction of the CAF2006 version, the presentation of the first best practice cases using CAF2006	Ministry of Finance	Change agents of the ministries	Best practices presenters	26 th of April	Karin Närep

A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
www.fin.ee	The Estonian translations of CAF versions, self-assessment guidelines, descriptions of good practice cases and projects	Ministry of Finance	All state and local government agencies, all interested persons and institutions		We are continuously amending the web-page	Karin Närep

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
CAF is included as one part in some trainings of the Estonian Public Administration Institute	CAF-methodology, self-assessment guidelines	Ministry of Finance in co-operation of the Public Administration Institute	Civil servants of different agencies		Several trainings per year	Karin Närep

B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Most of the trainings are in-house trainings especially for the	CAF-methodology, self-assessment guidelines	Ministry of Finance is conducting the trainings according to the request of	Self-assessment teams of the agencies	Ministry/agency	According to the request of the ministries/agencies	Karin Närep

ministries/agencies, which are intending to start the use of the self-assessment.		ministries/agencies				
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B.3 CAF trainings by partners

So far the CAF trainings are carried out only by the Ministry of Finance as other possible partners/institutions don't have the necessary knowledge about the model.

C. Developing additional tools

C.1 Guidelines

We are using the same guidelines provided by the model (translated in Estonian).

C.2 Case studies

There are several descriptions of the cases published on the web-page of the ministry of Finance (see above).

C.3 CAF for specific sectors

There are no guidelines for using CAF in specific sector.

D. Organise support for individual organisations in implementing CAF

D.1 In-house training

Several trainings as main instrument for supporting individual organisations (see above).

D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
The use of the self-assessment (methodology and guidelines)	The use of the self-assessment (methodology and guidelines)	Ministry of Finance is conducting the coaching according to the request of	Project managers and self-assessment teams of the	Ministry/agency	According to the request of the ministries/agencies	Karin Närep

		ministries/agencies	agencies			
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E. Stimulate CAF partnerships at regional and local level

There are no specific projects on the field.

F. CAF events/activities

F.1 Users' events

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F.2 Quality Conferences involving CAF

The CAF has been one topic in the annual national quality conferences.

G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
The Ministry of Finance is keeping the information about the users (as we are training most of the users), however there is no established database etc.	Ministry of Finance			Continuously	Karin Närep

H. Other activities

The Ministry of Finance is planning to establish the annual quality award for the public sector institutions (to be launched in 2008). The model used in the award (or recognition schemes) will be CAF. We plan this project to be targeted mainly on the raise of the awareness and learning and not on the competition between agencies. We also see the potential of this project as a co-operation project between different agencies as well as possible basis for the further benchlearning projects. The preparations for this project will start on the 2. semester of this year.