

CAF NATIONAL ACTION PLAN 2010-2011 ESTONIA (30.03.2010)

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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 have been 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 of CAF2006). Published on website of the Ministry of Finance (www.fin.ee).	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	-	Published in web-site 2009	Karin Närep (karin.narep@fin.ee), +3726113532 Reelika Väljaru (reelika.valjaru@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 presentation of the best practice cases using CAF2006	Ministry of Finance	Change agents of the ministries	-	May 2010	Karin Närep Reelika Väljaru

A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
www.fin.ee (web-page of the Ministry of Finance)	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 updating the web-page	Karin Närep Reelika Väljaru

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 (central institution for the civil service trainings)	CAF-methodology, self-assessment guidelines	Ministry of Finance in co-operation of the Public Administration Institute	Civil servants of different state and local government agencies		Several trainings per year (according to the requests from the ministries)	Karin Närep Reelika Väljaru

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 ministries/agencies, which are intending to start the use of the self-	CAF-methodology, self-assessment guidelines	Ministry of Finance is conducting the trainings according to the request of ministries/agencies	Self-assessment teams of the agencies	Ministry/agency	According to the request of the ministries/agencies	Karin Närep Reelika Väljaru

assessment.						
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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

Name of the guideline	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
We are using the same guidelines provided by the model (translated in Estonian).						

C.2 Case studies

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

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

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

F.2 Quality Conferences involving CAF

The CAF has been one topic in the annual national quality conferences (organised by the Estonian Association of Quality).

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	All CAF-users		Continuously	Karin Närep Reelika Väljaru

H. Other activities

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