

## CAF NATIONAL ACTION PLAN - FINLAND

**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	The updated criteria	Ministry of Finance	The whole public sector			Johanna Nurmi

**A.2 Introductory Meetings**

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF 2006 info	Promoting the updated version	Ministry of Finance	The whole public sector	Ministry of the Interior and Finnish Association of Local and Regional Authorities	Summer and autumn 2007	Johanna Nurmi

**A.3 CAF Website**

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
<a href="http://www.vm.fi/CAF">www.vm.fi/CAF</a>	The CAF Criteria, link to the CAF RC Centre website, in future also the e-tool in Finnish	Ministry of Finance	Anyone interested		Continuous	Johanna Nurmi

## 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
Management and leadership training course for civil servants (HAUS-JOKO)		HAUS Finnish Institute of Public Management Ltd	Current and future managers of public sector organisations	Ministry of Finance	Continuous courses, CAF has been included in many of them.	<a href="mailto:reijo.lindh@haus.fi">reijo.lindh@haus.fi</a>

### B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF trainings	The criteria and info on how to make an application for a BP selection for the QCs.	Ministry of Finance	The whole public sector	Ministry of the Interior and Finnish Association of Local and Regional Authorities	Every two years	Johanna Nurmi

### B.3 CAF trainings by partners

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Course for quality and development managers*	Strategic management, customer oriented planning, processes	Laatukeskus - Excellence Finland Ltd	Quality and development managers from public and private sector		2-day courses organised in spring 2007	<a href="mailto:info@laatukeskus.fi">info@laatukeskus.fi</a>

* other similar courses are being organised, this is an example						
CAF training and consultation for city departments	CAF criteria, quality management, self assessment	City of Turku	Managers and personnel of the departments		Continuous	<a href="mailto:anssi.kaisti@turku.fi">anssi.kaisti@turku.fi</a>

## C. Developing additional tools

### C.1 Guidelines

### C.2 Case studies

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### C.3 CAF for specific sectors

Name of the sector	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF for the museums	e-tool for self assessment of the museums in Finland based on CAF	The National Board of Antiquities			Published in spring 2007	<a href="mailto:minna.karvonen@nba.fi">minna.karvonen@nba.fi</a>
CAF for youth work	Tool for self assessment of youth work services of City of Helsinki	Helsinki City Youth Department	The managers and personnel of the department		Published in spring 2005	<a href="mailto:mervi.smahl-laurikainen@nk.hel.fi">mervi.smahl-laurikainen@nk.hel.fi</a>

## 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 exists in the organisations using CAF.	The criteria and the process of self assessment		The management and personnel of the organisation in question.			

### D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
See the answer above						

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

Type of partnership	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Joint development project	Co-organising training, organising benchmarking	City of Turku	Departments of Turku city and the surrounding communities.	Ministry of Finance, Ministry of the Interior and Finnish Association of Local and Regional Authorities	Project has ended.	<a href="mailto:anssi.kaisti@turku.fi">anssi.kaisti@turku.fi</a>

## F. CAF events/activities

### F.1 Users' events

Name of the users event	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Regional Quality Conferences	Presenting BP cases, organising workshops for different levels and sectors of administration	Ministry of Finance	The whole public sector.	Ministry of the Interior and Finnish Association of Local and Regional Authorities	To be organised in spring 2008	Johanna Nurmi

### F.2 Quality Conferences involving CAF

Name of the Conference	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
See the answer above.						

## G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
We will try to encourage the Finnish organisations to register at the EIPA website. We will not establish a national registration processes.					

## H. Other activities

Name of the activity	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Sector/level based networks of CAF users	Forum of exchanging knowledge.	Ministry of Finance	The whole public sector.	Ministry of the Interior and Finnish Association of Local and Regional Authorities	To be established in autumn 2007	Johanna Nurmi
CAF Newsletter	relevant info on national and international activities	Ministry of Finance	The whole public sector.		To be established in spring 2007	Johanna Nurmi
National contact point for CAF users	an e-mail address <a href="mailto:caf@vm.fi">caf@vm.fi</a> where questions and comments regarding CAF can be sent	Ministry of Finance	The whole public sector		Continuous	Johanna Nurmi
Survey on the use of different quality management tools including CAF	Questionnaire	Ministry of Finance	The whole public sector	(Ministry of the Interior and Finnish Association of Local and Regional Authorities)	This is at the moment just a plan. A previous survey was carried in 1999	Johanna Nurmi