

CAF NATIONAL ACTION PLAN 2010-2011 TEMPLATE

INTRODUCTION

The action plan 2007-2008 as approved by the network of national CAF correspondents in Köln in February 2007, asks each national correspondent to draw a national action plan. The CAF RC was asked to make a template to inspire the national correspondents and to stimulate the uniformity of the national action plans. These are the 2 objectives of this template. It tries to give an overview of all the possible actions that could be taken into consideration in a national action plan. It must be clear that it is absolutely not necessary to fill in all the boxes. On the contrary, some prioritisation of actions is needed.

ULTIMATE SPONSOR OF THE CAF ACTIVITIES IN YOUR COUNTRY

The ultimate sponsor of the CAF activities in Greece is the Ministry of Interior, Decentralization and E-Government. The administrative unit responsible for promoting CAF is the Directorate of Quality and Efficiency of the General Secretariat of Public Administration and E-Government of the Ministry of Interior, Decentralization & E-Government. The Directorate of Quality and Efficiency, is responsible for promoting efficiency, effectiveness and quality policies in public administration. The Directorate of Quality and Efficiency has launched two major initiatives aiming at transforming the way Greek public organizations operate; the establishment of an integrated system of performance management and the introduction of quality tools and policies and particularly the use of CAF by public organizations. Building on past experiences and actions the Directorate of Quality and Efficiency has drawn up the following CAF action plan for 2010-11, in order to promote the use of CAF and support CAF users.

GREECE - CAF ACTION PLAN 2010-11

A. Spreading Information on CAF

A.1 Publications on CAF

Title of the	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
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publication						
CAF 2006 5 th edition	Revised CAF in Greek	Ministry of Interior Decentralization and E-Government / Secretariat/General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Central, Regional and Local government organizations		2010-11	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195 e-mail: p.tagalakis@ypes.gov.gr
CAF Guide Book 5 th edition	Guidelines on how to implement the CAF	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Central, Regional and Local government organizations		2010-11	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195 e-mail: p.tagalakis@ypes.gov.gr
Frequently Asked Questions on CAF	Short answers on questions most commonly asked by potential CAF users	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Central, Regional and Local government organizations		2010-11	Nikos Michalopoulos Tel. 0030-213-1313557 Fax: 0030-210-3393329 e-mail: n.michal@ypes.gov.gr

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
www.gspa.gr	Information regarding issues of public administration including CAF publications and supporting documents	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Central, Regional and Local government organizations		None <i>(inform the website on a day to day basis)</i>	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195 e-mail: p.tagalakis@ypes.gov.gr

B. Trainings

B.1 CAF integrated in general training programmes for civil servants

Name of the	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
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training						
Management by Objectives & Efficiency Measurement	5 day training programmes for civil servants on performance management & efficiency measurement - includes a section on CAF	National Centre of Public Administration & Local Administration	Central, regional and local government organizations public servants	Ministry of Interior Decentralization and E-Government / Secretariat/General of Public Administration & E-Government/ Directorate of Efficiency & Quality	2010-11	Nikos Michalopoulos Tel. 0030-210-3393557 Fax: 0030-210-3393329 e-mail: n.michal@ypes.gov.gr
CAF as a tool Quality Tool	5 day training programme on Total Quality Management & the use of CAF	National Centre of Public Administration & Local Administration	Central, regional and local government organizations public servants	Ministry of Interior Decentralization and E-Government / Secretariat/General of Public Administration & E-Government/ Directorate of Efficiency & Quality	2010-11	Nikos Michalopoulos Tel. 0030-210-3393557 Fax: 0030-210-3393329 e-mail: n.michal@ypes.gov.gr

B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF as a tool Quality Tool	1 day seminar on Total Quality Management & the use of CAF	Ministry of Education, Life-Long Learning & Religious	Agencies & organizational units of the Ministry of		4/2010	Nikos Michalopoulos Tel. 0030-210-3393557 Fax: 0030-210-

		Affairs/ Ministry of Interior Decentralization and E-Government	Education, Life-Long Learning & Religious Affairs			3393329 e-mail: n.michal@ypes.gov.gr

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
Ministerial circular codifying the steps needed to use CAF	Guidelines on the steps a public organization needs to follow in order to implement CAF	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/	Public administration institutions		2010	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195 e-mail: p.tagalakis@ypes.gov.gr

		Directorate of Efficiency & Quality				

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
Education	Translate in Greek and publish “CAF in Education”, Promote the use of CAF in education	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Primary, Secondary and Higher Education Institutions	Ministry of Education and Life-long Learning and Religious Affairs	2010-11	Nikos Michalopoulos Tel. 0030-210-3393557 Fax: 0030-210-3393329 e-mail: n.michal@ypes.gov.gr

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

D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF coaching for organizations implementing CAF	Provide support on CAF implementation for public organizations	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Public administration institutions		2010-11	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195 e-mail: p.tagalakis@ypes.gov.gr

E. Stimulate CAF partnerships at regional and local level

Type of	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
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partnership						
Network of CAF users in the Island of Crete	Promote CAF use by Municipalities in the island of Crete	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Municipalities of Crete	Municipality of Iraklion	2010-11	Nikos Michalopoulos Tel. 0030-213-1313557 Fax: 0030-210-3393329 e-mail: n.michal@ypes.gov.gr

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
3 rd National Quality Award for Public	National Awards for top performers on efficiency and	Ministry of Interior Decentralization	Central, Regional and Local		2011 (to be confirmed)	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195

Administration (to be confirmed)	quality based on evaluation through the use of CAF.	and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	government organizations			e-mail: p.tagalakis@ypes.gov.gr

G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Electronic database containing CAF users	Ministry of Interior Decentralization and E-Government / Secretariat General of Public Administration & E-Government/ Directorate of Efficiency & Quality	Central, Regional and Local government organizations		2011	Pantelis Tagalakis Tel. 0030-213-1313474 Fax: 0030-210-3389195 e-mail: p.tagalakis@ypes.gov.gr

H. Other activities

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