

# ITALY

# CAF ACTION PLAN 2007-2010

## Context

Since 2001/2002 the Italian Department for Public administrations, supported by Formez, promoted and implemented a number of initiatives aimed at disseminating the culture of continuous improvement and supporting the public organisations in Caf application.

Last December the Italian Ministry responsible for public administration issued an official recommendation inviting all public administrations to introduce self assessment procedures as a mean to implement continuous improvement actions aimed at increasing the overall quality of performances and services delivered to citizens and enterprises. The use of CAF is one of the suggestion given to the administrations.

A national action plan for quality in public administration for the period 2007/2010 is now under definition with the involvement of all main stakeholders. Activities concerning CAF further diffusion and implementation are part of this general action plan.

## Strategic Objectives

A. Promote and support the use of self assessment tools and models - the CAF in particular - as well as the implementation of improvement plans among public administrations.

B. Support and disseminate the external evaluation of the self assessment results promoting best practices exchange and peer evaluation activities.

C. Introduce new external recognition schemes to promote the administrations achievements and enhance the exiting ones (PA Quality Award).

## Operational objectives

Each strategic objective has been developed into specific projects (still in progress).

## Projects

**Objective A:** Promote and support the use of self assessment tools and models - the CAF in particular - as well as the implementation of improvement plans among public administrations

**Action A.1.** Establishment of a National CAF RESOURCE CENTRE

**Action A.2** Promoting CAF diffusion at local level : support to Regions and Provinces

**Action A.3.** Quality in Central Administration (main focus on education and justice sectors)

**Objective B:** Support the external evaluation of self assessment results and promote best practices exchange and peer evaluation activities

**Action B.1.** Training for CAF assessors

**Action B.2.** Exchange Programme for continuous improvement

**Objective C:** Introduce new external recognition schemes to promote the administrations achievements and strengthen the existing ones

**Action C.1** PA Quality Award (biannual editions)

**Action C.2.** Recognition schemes