

## **CAF NATIONAL ACTION PLANS 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**

Please start your action plan referring to the kind of decision(s) that is/are at the basis of the CAF activities in your country in general and your activity as the national Caf correspondent in particular. This can be a decision of

- the government
  - the minister that is responsible for the public administration
  - the top manager that is in charge of public administration
- etc.

### **CAF ACTION PLAN 2007-2008 FOR POLAND**

A policy toward supporting CAF dissemination in Poland is run by the Director General of the Chancellery of the Prime Minister. The activities were placed in the PM Chancellery's Department of Civil Service, which employs the Polish National CAF Correspondent. There are also some other initiatives in the country under aegis of such institutions as Ministry of Interior and Administration, Ministry of Justice, Warsaw Tax Chamber and its offices. The CAF is not introduced by official decision but on a voluntary basis.

## A. Spreading Information on CAF

### A.1 Publications on CAF

Title of the publication	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Podręcznik CAF 2006	Polish version of CAF 2006 Brochure	Chancellery of the Prime Minister (KPRM)	Managers and employees of public institutions	to be determined	2007/2008	Marta Kuzawińska, KPRM
Information leaflet on CAF	Leaflet about CAF	KPRM	Managers and employees of public institutions; other interested subjects, i.e. training and science institutions, NGOs, media	to be determined	2007/2008	Marta Kuzawińska, KPRM
Power Point CAF presentation	on-line available presentation on CAF to be used by interested institutions, trainers etc.	KPRM	Public institutions, civil service trainers	to be determined	2007	Marta Kuzawińska, KPRM

**A.2 Introductory Meetings**

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF seminar	1. Introduction to CAF Model 2. Exchanging know-how about using CAF	KPRM	leaders and quality managers of public institutions	to be determined	2. half of 2007	Marta Kuzawińska, KPRM
CAF seminar	1. Introduction to CAF Model 2. Exchanging know-how about using CAF	KPRM	leaders and quality managers of public institutions	to be determined	2008	Marta Kuzawińska, KPRM

## A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
<a href="http://www.dsc.kprm.gov.pl">www.dsc.kprm.gov.pl</a>	1.General information about CAF 2.Possibilities of trainings and support in Poland 3.CAF RC information on CAF trainings and events	KPRM	Public institutions		since January 2007	Marta Kuzawińska, KPRM
<a href="http://www.dsc.kprm.gov.pl">www.dsc.kprm.gov.pl</a>	4.link to Polish eTool on EIPA's website (to be implemented)	KPRM	Public institutions	CAF RC	05-06.2007	Marta Kuzawińska, KPRM
<a href="http://www.dsc.kprm.gov.pl">www.dsc.kprm.gov.pl</a>	5.Polish examples of good practices and lessons learned from uses of CAF, GP collected while recruiting for CAF Events, QCs etc. and other GP (to be implemented and developed) 6.links to other Polish good practices bases	KPRM	Public institutions	Polish CAF users	05.2007-12.2008	Marta Kuzawińska, KPRM

## 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
Central Trainings for Civil Service	1. Introduction to the CAF Method 2. Preparation of self-assessment groups	KPRM	12 regional governmental offices	Civil Service trainers	04-06.2007	Marta Kuzawińska, Danuta Pietrzak KPRM
Central Trainings for Civil Service	1. Introduction to the CAF Method 2. Preparation of self-assessment groups	KPRM	Central and local governmental administration institutions	Civil Service trainers	2008	Marta Kuzawińska, Danuta Pietrzak KPRM

## B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Training session for CAF trainers	1. In-depth look into CAF Method 2. Training techniques	Ministry of Interior and Administration/ KPRM	11 civil service trainers	Ministry of Interior and Administration	02-03.2007	Marta Kuzawińska, Danuta Pietrzak KPRM
Quality Managers training	1. In-depth look into CAF Method 2. Why and how implement CAF?	KPRM	Quality Managers of public institutions		2008	Marta Kuzawińska, KPRM
How to CAF	1. In-depth look into CAF Method 2. How to implement CAF?	KPRM	Members of SAGs in public institutions		2008	Marta Kuzawińska, KPRM

## B.3 CAF trainings by partners

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## C. Developing additional tools

### C.1 Guidelines

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### C.2 Case studies

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### C.3 CAF for specific sectors

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## D. Organise support for individual organisations in implementing CAF

### D.1 In-house training

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### D.2 In-house coaching

Title of the coaching	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Consulting for civil service trainers	Current cooperation on questions concerning CAF application	KPRM	Civil service trainers	-	04.2007 to be continued	Marta Kuzawińska, KPRM
Consulting for public institutions willing to implement CAF	<ol style="list-style-type: none"> <li>1. Exchanging information of CAF uses</li> <li>2. Building benchlearning network</li> </ol>	KPRM	Public institutions	Public institutions	2007-2008	Marta Kuzawińska, KPRM

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

Type of partnership	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Cooperation with sector / branch public government institutions	<ol style="list-style-type: none"> <li>1. Enhancing CAF uses</li> <li>2. Improving CAF uses quality</li> <li>3. Building benchmarking network</li> </ol>	KPRM	public administration institutions	Warsaw Tax Chamber, Ministry of Interior and Administration, Ministry of Finance, Ministry of Justice	2007-2008	Marta Kuzawińska, KPRM
CAF promotion in Polish international cooperation	Dissemination of information on CAF application in EU public administrations and its actors like EIPA CAF RC	KPRM	Foreign partners in charge of quality policy, especially in Central and Eastern Europe	-	2007-2008	Grzegorz Chorąży, Marta Kuzawińska, KPRM

## F. CAF events/activities

### F.1 Users' events

Name of the users event	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Conference finalising implementation of CAF in 20 ministries and central agencies	Best practices Lessons learned	Ministry of Interior and Administration / KPRM	Public institutions	-	12.2007	Marta Kuzawińska, KPRM; Andrzej Trzęsiera, Deputy Director, Dep. Of Public Administration, MIA

### F.2 Quality Conferences involving CAF

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## G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Call for registration on the website	KPRM	Public institutions	-	since January 2007	Marta Kuzawińska, KPRM
Written call for registration addressed to ministries and central agencies – CAF users	KPRM	20 ministries and central agencies involved in project with Ministry of Interior and Administration		07.2007	Marta Kuzawińska, KPRM

## H. Other activities

Name of the activity	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF implementation in ministries and central agencies	Trainings, self-assessment sessions, improvement plans and its implementation supported by a private consulting company	Ministry of Interior and Administration / KPRM	20 ministries and central agencies	private consulting company	2007	Marta Kuzawińska, KPRM; Andrzej Trześciara, Deputy Director, Dep. Of Public Administration, MIA
eTool Polish-language version	Polish version of eTool accessible to all interested public institutions	KPRM	Public institutions	CAF RC	01.2007-06.2007	Marta Kuzawińska, KPRM