

## CAF NATIONAL ACTION PLAN - SLOVENIA

### CAF IN SLOVENIA

CAF was extensively introduced in Slovenia in 2002; in the beginning of 2003 Slovene translation of CAF was published. Since then usage of CAF is increasing continuously as CAF was defined as strategic direction in Slovenian public administration modernisation. CAF is incorporated in different strategic documents and/or initiatives. In the *Further Development Strategy of the Slovenian Public Sector 2003–2005* CAF was included within the first of seven priority tasks in the area *Quality management within administration and orientation of public administration towards users*. In *Slovenia's Development Strategy* (2005), in action plan for 2005 and 2006 under the third development priority *An efficient and less costly state* CAF was exposed together with the EFQM model as a tool for systematically raising the quality of the public administration's services.

Furthermore, in the *Reform Programme for Achieving the Lisbon Strategy Goals* (2005) it is stated: »Slovenia wants to achieve a growth in institutional competitiveness by introducing business excellence in the public administration. The objectives we wish to achieve are the introduction of a strategic planning system as a basic management tool in the public administration, the introduction of management tools, and the application of the Common Assessment Framework (CAF) and inclusion in the European Excellence Model (EFQM). The measures for the achievement of these objectives are: (i) adoption of regulations for quality assessment and strategic planning (2006/2007); (ii) building support (methodological support and information support) for the strategic planning system (2006/2008); (iii) management education and training.«

In Slovenia, Ministry of Public Administration is in charge for the system of public administration.

### A. Spreading Information on CAF

#### A.1 Publications on CAF

Title of the publication	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Skupni ocenjevalni okvir za organizacije v javnem sektorju: CAF 2006 <sup>(1)</sup>	Translation of CAF 2006; printed in Slovene and English	Ministry of Public Administration	Public sector organisations, Public employees	Faculty of Administration, Metrology Institute of the Republic of Slovenia	January 2007	Dr Gordana Žurga

<sup>(1)</sup> Common Assessment Framework: CAF 2006.

## A.2 Introductory Meetings

Title of the Meeting	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Advisory meetings	Presentation of CAF, the approach, consultation	Ministry of Public Administration	Public administration organisations		2007, 2008; Upon a demand	Dr Gordana Žurga

## A.3 CAF Website

Url of the website	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
URL <sup>(2)</sup>	CAF 2006, CAF 2002, Guidelines, Examples of actions in an improvement plan, SA results, List of PA organisations – CAF users, Articles	Ministry of Public Administration <sup>(3)</sup>	Public administration – organisations and employees, Students, General public		Updates on permanent bases	Dr Gordana Žurga Peter Fajfar, M.Sc

<sup>(2)</sup> [http://www.mju.gov.si/si/delovna\\_podrocja/kakovost\\_v\\_javni\\_upravi/skupni\\_ocenjevalni\\_okvir\\_caf/](http://www.mju.gov.si/si/delovna_podrocja/kakovost_v_javni_upravi/skupni_ocenjevalni_okvir_caf/)

<sup>(3)</sup> Before establishing the Ministry of Public Administration in December 2004, Ministry of the Interior was in charge for the system of public administration in Slovenia.

## B. Trainings

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

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### B.2 Specific CAF trainings

Name of the training	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
CAF	Introduction of Common	Ministry of Public	Public sector leaders			Ms Irena

	Assessment Framework	Administration, Administration Academy	and managers, Public employees			Androjna
CAF Self-assessment Workshop	Workshop	Ministry of Public Administration, Administration Academy	Public employees, SA team members			Ms Irena Androjna
Self-assessment with CAF	Presentation of CAF 2006, Comparison with ISO quality standards and EFQM model, Quality awards	Ministry of Public Administration, Administration Academy	Public employees			Ms Irena Androjna
Self-assessment Workshop	Workshop, Additional stress on continuous improvement	Ministry of Public Administration, Administration Academy	Public employees			Ms Irena Androjna
With CAF 2006 on the path towards business excellence	Presentation of CAF 2006, Approaches to elaborating an improvement plan, CAF as a tool for achieving business excellence	Ministry of Public Administration, Administration Academy	Public employees, SA team members			Ms Irena Androjna

Catalogue of Administration Academy:

[http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/mju\\_dokumenti/UA/Katalog/Katalog\\_2007\\_spletna\\_razlicica.pdf](http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/mju_dokumenti/UA/Katalog/Katalog_2007_spletna_razlicica.pdf) (available in Slovene language only).

### B.3 CAF trainings by partners

Promoting and informing about the EIPA's CAF seminars; permanent activity.

## C. Developing additional tools

## C.1 Guidelines

Name of the guideline	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
Guidelines	For using CAF, For action plan preparation	Ministry of Public Administration	Public sector organisations, Public employees		2007	Dr Gordana Žurga Peter Fajfar, M.Sc

During 2007, guidelines will be upgraded in accordance with the new CAF 2006 version.

## 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

Seminars described in B.2 section are being performed also for individual public administration organisations, upon their demand. If demanded so, content of seminar / workshop is adopted to requirements of an organisation.

### D.2 In-house coaching

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

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## F. CAF events/activities

### F.1 Users' events

Name of the users event	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
3 <sup>rd</sup> CAF Event, Lisbon	Co-operation with cases, Participation of Slovene public employees	Ministry of Public Administration	Public sector organisations, especially leaders, managers and senior public employees	To be defined	Till October 2007	Dr Gordana Žurga

## F.2 Quality Conferences involving CAF

Name of the Conference	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
New CAF 2006 model – Improvements on the bases of experience	CAF 2006, External evaluation, Two best practice presentations, Round table	Ministry of Public Administration, Faculty of Administration		Metrology Institute of the Republic of Slovenia	January 2007	Dr Gordana Žurga
Good Practices in Slovene Public Administration 2007	Presentation of good practice cases, Trends in the area of quality and business excellence in public sector	Ministry of Public Administration	Public sector leaders, managers and senior public employees		Autumn 2007	Dr Gordana Žurga
Good Practices in Slovene Public Administration 2007	Presentation of good practice cases, Trends in the area of quality and business excellence in public sector	Ministry of Public Administration	Public sector leaders, managers and senior public employees		Autumn 2008	Dr Gordana Žurga

## G. National registration of CAF users

Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
List of organisations using CAF <sup>(4)</sup> Results of self-assessments <sup>(5)</sup>	Ministry of Public Administration	CAF users in Slovenia		Permanent	Peter Fajfar, M.Sc

<sup>(4)</sup> [http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/mju\\_dokumenti/doc/seznam\\_organizacij.doc](http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/mju_dokumenti/doc/seznam_organizacij.doc)

<sup>(5)</sup> [http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/mju\\_dokumenti/OAO/slovensko\\_povprecje\\_2005.xls](http://www.mju.gov.si/fileadmin/mju.gov.si/pageuploads/mju_dokumenti/OAO/slovensko_povprecje_2005.xls)

## H. Other activities

Name of the activity	Content	Sponsor/initiator	Target Group	Partner	Date/Timeframe	Contact Person
External excellence evaluation – Pilot project	Development and establishment of a system for external excellence evaluation in public administration	Ministry of Public Administration	Public sector organisations with at least one self-assessment	Metrology Institute of the Republic of Slovenia, Faculty of Administration	2007	Dr Gordana Žurga
External excellence evaluation	External excellence evaluation in public administration	Ministry of Public Administration	Public sector organisations	To be defined	2008	Dr Gordana Žurga

In March 2007 Ministry of Public Administration initiated a comprehensive review of activities and projects in the area of quality and business excellence in Slovenian public administration. Upon the results of the analysis additional activities and/or projects of the Ministry of Public Administration will be defined – which will most likely address the CAF area as well – to strengthen Ministry's endeavours to improve quality and efficiency in Slovene public administration.

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Ljubljana, 17<sup>th</sup> April, 2007