

CAF NATIONAL ACTION PLAN - SPAIN

ULTIMATE SPONSOR OF THE CAF ACTIVITIES IN YOUR COUNTRY

CAF is particularly recognised as one of the TQM Models that can be used in the framework of Central Administration Evaluation Programme regulated by a Decree (Real Decreto 951/2005 de 29 de Julio) endorsed by the Minister of Public Administrations. Likewise, CAF is included in a subsequent regulation of the Ministry of Public Administrations about Certification of the levels of excellence of the organisations self-assessed with TQM Models (EFQM, CAF, EVAM, others).

A. Spreading Information on CAF

A.1 Publications on CAF

| Title of the publication | Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
|----------------------------------------------------------------------------|-----------------------------|-------------------------------|------------------------------|---------|----------------|----------------------------------------------------------------------|
| <i>“CAF 2006. Mejorar una organización por medio de la autoevaluación”</i> | Spanish version of CAF 2006 | Evaluation and Quality Agency | Public Administrations Units | | April 2007 | Mjesus.jimenez@aeval.es |

A.2 Introductory Meetings

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A.3 CAF Website

| Url of the website | Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
|------------------------------------------------|--------------------------|-------------------------------|------------------------------|---------|----------------|----------------|
| www.aeval.es | CAF 2006 CAF application | Evaluation and Quality Agency | Public Administrations Units | | | |

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 |
|-------------------------------|------------|-------------------------------|------------------------------|---------|----------------|----------------|
| Seminar on Quality Management | TQM Models | Evaluation and Quality Agency | Public Administrations Units | | On request | |

B.2 Specific CAF trainings

| Name of the training | Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
|---------------------------------|-------------------------------------|------------------------------------------------|------------------------------|---------|----------------|----------------|
| Seminar on CAF Model (15 hours) | CAF and self-assessment methodology | Evaluation and Quality Agency/Interested Units | Public Administrations Units | | On request | |

B.3 CAF trainings by partners

| Name of the training | Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
|----------------------|------------------------------------|-------------------------------|------------------------------|-------------------------------------------------------------------------------------------|----------------|----------------|
| Quality of Services | Concepts of Quality and TQM Models | Evaluation and Quality Agency | Public Administrations Units | National Institute of Public Administration/ Regional Institutes of Public Administration | On request | |

C. Developing additional tools

C.1 Guidelines

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C.2 Case studies

| Name of the Case | Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
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| "Cívicas City" | City Council Memoir of | Evaluation and | Public | | | |

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|----------------|----------------------------------------------------------------------------------|----------------|-----------------------|--|--|--|
| <i>Council</i> | activities and results, respecting the CAF structure of Criteria and Subcriteria | Quality Agency | Administrations Units | | | |
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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

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

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F.2 Quality Conferences involving CAF

| Name of the Conference | Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
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| National Quality Conference | Exchange of experiences with TQM Models in Spanish Public Administrations | Evaluation and Quality Agency | Spanish Public Administrations Units | | Fourth quarter of 2007 | Consuelo.hidalgo@aeval.es |

G. National registration of CAF users

| Content | Sponsor/initiator | Target Group | Partner | Date/Timeframe | Contact Person |
|-----------|-------------------------------|------------------------------|---------|----------------|----------------------------------------------------------------------|
| CAF Model | Evaluation and Quality Agency | Public Administrations Units | | | Mjesus.jimenez@aeval.es |

H. Other activities

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