

5QC - The citizen at the heart of public quality (Paris, 20-22 October 2008)
Programme CAF centre

Day	Participants	CAF session
Mo 20/10 am 11.45-12.45	59	CAF 1 - CAF clinic for experienced users Patrick Staes + Monika Jurkovičová PPT
	65	CAF 2 - EFQM Presentation of approaches and tools Maxim-Henri Lagrillière, EFQM PPT
	45	CAF 3 - CAF in France Fabien Malleret, Ph. Bianchi Muriel Freyssinet, Ets Français du Sang PPT Serge Guillemin, Ville de Besançon PPT (EN) - PPT (FR)
MENo 20/10 pm 14.15-15.55	58	CAF 4 - CAF for starters EN TQM-Model-Process-Results Patrick Staes + Steluta Bulaceanu PPT
	37	CAF 5 - Networking on CAF on national, regional and local level Inger Wesenberg Sandgrav DK: Uddannelsesbenchmark.dk – a quality network: Lis Schapiro, BEC Business & Peter Schroeder, EUC Nordvestsjaelland PPT - TEXT FIN: Johanna Nurmi, Ministry of Finance PPT - TEXT LUX : Rémi Fabbri, Centre de Recherche Public - Henri Tudor PPT - TEXT
Tu 21/10 am 11.00-12.40	44	CAF 6 - CAF and the new role of the citizen Nick Thijs PPT + Katju Holkeri Heli Knihti, The Social Insurance Institution (FI) PPT Eugene Avgitsou, Prefecture of Kavala (GR) PPT - TEXT Javier Moscoso del Prado Herrera, Ayuntamiento de Madrid (ES) PPT
	32	CAF 7 - External Feedback Methodology and pilot projects Patrick Staes PPT + Mads Biering Sørensen PPT
Tu 21/10 pm 14.15-15.15	139	CAF 8 - Effective improvement as a result of CAF self-assessment Programme+ Project management Patrick Staes Danny Janssen, Europol PPT - TEXT Felix Kühn, Bufetat (NO) PPT - TEXT
	44	CAF 9 - E-tool/e-community Lena Heidler & Ann Stoffels
	56	CAF 10 - CAF & Education Jean-Marc Dochot PPT Christine Defoin, Hepcut (BE) - PPT Christiane Kummer, Hessian Ministry of Education (DE) PPT - TEXT Jan Bujnak, Ministry of Education (SK) PPT - TEXT
Tu 21/10 pm 15.45-17.25	129	CAF 11 - CAF in relation to ISO & BSC Nick Thijs + Isabel Verschueren Léon Zaks, Ministère de la communauté française (BE) & Jean-Michel Cassiers, Service d'Audit Communauté française (BE) PPT - TEXT Milan Půček, Ministry for Regional Development (CZ) PPT - TEXT
	21	CAF 12 - CAF for starters FR

		TQM-Model-Process-Results Patrick Staes + Marta Kuzawińska PPT
We 22/10 am	49/45	CAF 13/14 - CAF Movie