

CAF Training Event
“The Common Assessment Framework in Action”

Maastricht (NL), 22-23 November 2007

ORGANISED BY THE
EUROPEAN INSTITUTE OF PUBLIC ADMINISTRATION (EIPA)
O.L. VROUWEPLEIN 22
NL-6211 HE MAASTRICHT
www.eipa.eu

CAF Training Event

“The Common Assessment Framework in Action”

Maastricht (NL), 22-23 November 2007

INTRODUCTION

Seminar organised by EIPA’s CAF Resource Centre (CAF RC):

Patrick STAES, Seminar Leader / Seconded National Expert

Nick THIJS, Seminar Leader / Researcher

Ann STOFFELS, Programme Organiser

Objective of the seminar

At this CAF training, the CAF 2006 version will be presented.

At the end of the seminar the participants should have a clear understanding of:

- the CAF 2006 quality model itself and the self-assessment process;
- how to set up training at national, regional or organisational level;
- launching improvement actions on a short, medium and long-term basis;
- the benefits of e-tools, databases and benchlearning; and
- the support they can get from EIPA’s CAF Resource Centre.

They should be better prepared to implement the CAF in their countries and their organisations or be able to assist other organisations in the implementation of the CAF.

The methodology used will involve a mixture of presentations of national approaches and specific case studies, practical tools and experiences in a combination of workshops and plenary sessions.

Profile of the participants

The seminar is intended for trainers as well as quality and change managers involved in introducing quality management techniques in the public sector (ministries, agencies, regional and local administrations, education, police, health care, etc.).

The participants in the seminar should be roughly familiar with the Common Assessment Framework and its main objectives; it is not the purpose of the seminar to introduce them to the basics of the CAF model. Participants should be persons involved in facilitating and promoting the use of the CAF in public-sector associations/organisations in their country, or be involved in training activities and change management activities for the public sector in their country, e.g. in agencies or ministries.

CAF Training Event

“The Common Assessment Framework in Action”

Maastricht (NL), 22-23 November 2007

PROGRAMME

Thursday 22 November 2007

09.00 **Welcome and introduction**

Patrick Staes, EIPA CAF Resource Centre, Maastricht (NL)

The revised version of the CAF: the CAF 2006

09.15 **The CAF 2006: the assessment tool assessed and improved**

- Introduction to the principles of quality management in the public sector, and the basics and broad outlines of the Common Assessment Framework;
- An overview of criteria and sub-criteria and the dynamics of continuous improvement.

Patrick Staes

10.00 **Exercise 1: “Identify the sub-criteria”: discussion in small groups**

Through an exercise in working groups, the participants will learn to find their way in the structure of the CAF model.

10.45 Coffee break

11.00 **Exercise 1: “Identify the sub-criteria”: review of the results in plenary session and discussion**

11.30 **Classical scoring and fine-tuned scoring: a choice to make when using the CAF 2006**

The redesigned CAF 2006 model introduces two different ways of scoring, which will be briefly presented in this session.

Patrick Staes

The process of self-assessment (SA)

12.00 **How to secure the involvement of management and staff in the self-assessment project**

This session will discuss the different actors and their roles, timing, reporting, guidelines and the use of e-tools in the self-assessment process using the CAF model.

Hanne Dorthe Sørensen, Centre for Development of Human Resources and Quality Management (SCKK)(DK)

13.00 Lunch

The CAF as a driving force behind organisational change

- 14.00 **The CAF works: Madrid city hall**
José María Meneses Castillo, Director-General, Sub-Directorate of Health and Safety at Work (ES)
- 14.45 **Plenary discussion: experiences of participants**
What are the experiences with the CAF? What are the possibilities and opportunities of working with the CAF? What are considered the major obstacles?
- 15.15 Coffee break
- 15.45 **How to prioritise improvement actions**
The aim of the CAF is to install a sound improvement culture in the organisation. After the self-assessment, the first action should be to develop an improvement plan setting out the actions to be taken as a matter of priority.
Jean-Marc Dochot, Organisational Development, Federal Public Service P&O (BE)
- 16.15 **Exercise 2:**
Prioritise actions – Discussion in small groups
The participants will learn how to prioritise actions when drawing up an improvement plan, taking into account strategic aims, feasibility, cost effectiveness, etc.
- 17.15 **Exercise 2:**
Prioritise actions – Review of the results in plenary session and discussion
- 17.45 **How to draft and implement an effective action plan**
Jean-Marc Dochot
- 18.00 End of the day
- 19.30 Dinner at a restaurant in Maastricht

Friday 23 November 2007

CAF training for self-assessment groups (SAG) and the use of e-tools

- 09.00 **CAF training: an experience of blended learning**
Cristina Evaristo, Adviser, Directorate-General for Public Administration, Department of Organisational Modernisation and Innovation, Ministry of Finance (PT)
- 09.45 **Existing CAF e-tools: an overview**
To assist organisations in carrying out a self-assessment, a web-based e-tool has been developed. A hands-on presentation will be given on the functionalities and benefits of the CAF e-tool.
Ann Stoffels, EIPA CAF Resource Centre, Maastricht (NL)
- 10.30 Coffee break

How to develop a quality strategy around the CAF

- 11.00 **How to develop an internal quality strategy within an organisation**
This session will discuss how to develop a strategy, starting from the political level towards all other levels of the organisation. An example will be given of how a large organisation develops an internal strategy as regards quality: creating support, providing education/training and establishing an internal network of those responsible for quality.
Ingeborg Maes, City of Ghent (BE), Quality Management Service (invited)
- 11.45 **Plenary discussion on the transferability of this experience**
- 12.15 **External feedback on the use of the CAF: methodology and pilot projects**
The European CAF community has developed a methodology to provide external feedback on CAF self-assessments and how to reward organisations for subsequently installing a culture of improvement.
Nick Thijs, EIPA CAF Resource Centre, Maastricht (NL)
- 13.00 Lunch

Communication strategy for the CAF

- 14.15 **Communication as a key success factor for change**
Communication is an important element in all the steps of CAF self-assessment. What are the most important lessons and tips and tricks in communication on change management processes.
Tony Bass, EIPA, Maastricht (NL)
- 15.00 **The CAF movie: a new tool to promote the CAF**
- 15.30 Coffee break

Networking & the CAF Resource Centre at EIPA

- 15.45 **What can the CAF RC at EIPA do for you?**
Presentation and discussion
Patrick Staes and Ann Stoffels
- 16.15 **2010 registered CAF users in 2010: a European strategy**
Presentation and discussion
Patrick Staes
- 16.45 **Evaluation and end of the seminar**

CAF Training Event

“The Common Assessment Framework in Action”

MAASTRICHT (NL), 22-23 NOVEMBER 2007

GENERAL INFORMATION

Programme

The programme will commence on Thursday 22 November at 09.00 hrs and will finish with an evaluation of the seminar on Friday 23 November at 16.45 hrs.

Seminar venue

European Institute of Public Administration - Green Conference Room (1.45)
O.L. Vrouweplein 22, NL-6211 HE Maastricht, Tel.: +31.43.3296222, fax: +31.43.3296296

Working language

The seminar will be conducted in **English**. Simultaneous interpretation into French will be provided - subject to a minimum number of participants requiring translation. Please indicate your language of preference on the registration form.

Fee

The participation fee is **€ 725** and includes documentation, two lunches, one dinner and refreshments. Accommodation and travel costs are at the expense of the participants or their administration. Public administrations of the new Member States (since 2004) and the candidate countries can participate at the special rate of **€525**.

Hotel reservations

The European Institute of Public Administration will be pleased to make reservations for you at a hotel in Maastricht. We have made a block booking at 2 hotels in Maastricht: Hotel Mabi**** (www.hotel-mabi.nl), at a rate of €97,23 p.p.p.n. and Hotel Beaumont**** (www.beaumont.nl), at a rate of €96,73 p.p.p.n. (both incl. breakfast and tourist tax).

Should you wish to make use of this possibility, please indicate the name of the hotel and the dates of arrival and departure on the registration form. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register after the closing date, hotel reservations cannot be guaranteed.

Meals

The lunches will be served at the Institute's restaurant and dinner in the evening will be at a restaurant in town. Should you require a special menu (e.g. vegetarian, diabetic), please inform the Programme Organiser so that this can be arranged.

Registration

Kindly complete the registration form and return it **before 1 November 2007** to Ms Ann Stoffels, Programme Organiser, EIPA, P.O. Box 1229, NL-6201 BE Maastricht, tel.: +31.43.3296317, fax: +31.43.3296296, e-mail: a.stoffels@eipa-nl.com. You can also submit the online registration form which can be found on EIPA's web site: <http://www.eipa.eu>.

Please note that the number of participants is limited. Should the maximum number have been reached, you will be placed on the waiting list.

Confirmation

Confirmation of registration will be forwarded, together with other relevant details, to participants on receipt of the completed registration form.

Payment

Prior payment is a condition for participation. Please indicate the method of payment on the registration form. In any case, the participant or his/her administration will receive an invoice for the payment of the registration fee. For cancellations received after the date indicated on the registration form we will have to charge an administration fee of €150 unless a replacement participant is found.

REGISTRATION FORM
CAF TRAINING EVENT: "The Common Assessment Framework in Action"
Maastricht, 22-23 November 2007

Surname: _____ Title: _____
 First name: _____ M / F
 Current position: _____
 Organisation: _____
 Department: _____
 Work address: _____
 Postal code & town: _____ Country: _____
 Tel. no. (work) : _____ Fax no.: _____
 E-mail address: _____
 Language skills: **English:** active passive none
 French: active passive none
 Language preference: **English** **French**

PAYMENT - p:\0720603

The participation fee includes participation in the seminar, documentation, 2 lunches, 1 dinner and beverages **€ 725**
 Special fee for public administrations of new MS and candidate countries **€ 525**

Method of payment

Bank transfer

The participants or their administration will receive an invoice for the payment of the registration fee.
Invoice address (if different from the abovementioned address):

.....

E-mail:

Credit card

Visa Card Eurocard/Mastercard American Express Card

Card no.: Expiry date:/.....
 Name Card holder: (in case this differs from above)
 Address Card holder: (in case this differs from above)
 Postal code: Country: (in case this differs from above)
 Card Validation Code: (this refers to the last three digits of the number on the BACK of your card)

(Exempt from VAT by virtue of Article 11, para. 1 (o), subpara. 2 of the Dutch Law on VAT of 1968)

Note: Pre-payment is a condition for participation. For administrative reasons, a fee of €150 will be charged for cancellations received after 7 November 2007 unless another participant is designated.

HOTEL RESERVATION

Please reserve hotel accommodation for me at hotel:

Date of arrival: ... Date of departure: ... No. of nights: ...

No hotel reservation required

MEALS

Lunch day 1 will attend will not attend Dinner Day 1 will attend will not attend
 Lunch day 2 will attend will not attend

As the number of places is limited, please return the completed registration form **before 1 November 2007** to:

Ms Ann Stoffels, EIPA Tel.: +31.43.3296 317; Fax: +31.43.3296 296
 P.O. Box 1229, NL-6201 BE MAASTRICHT E-mail: a.stoffels@eipa-nl.com