



Institut Européen
d'Administration Publique –Centre Européen des Régions (IEAP-CER)

European Institute
of Public Administration –European Centre for the Regions (EIPA-ECR)

CAF Training Event

The Common Assessment Framework in Action

Barcelona (ES), 2-3 October 2008



Organised by

**CAF Resource Centre of the
European Institute of Public Administration (EIPA), Maastricht (NL)
and the
European Centre for the Regions (EIPA-ECR), Barcelona (ES)**



With the collaboration of



Generalitat de Catalunya
**Escola d'Administració Pública
de Catalunya**

www.eipa.eu



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PROGRAMME AND GENERAL INFORMATION

INTRODUCTION AND OBJECTIVES

The Common Assessment Framework (CAF) is a total quality management (TQM) tool specifically designed for the development of TQM in public sector organisations, starting with a self-assessment of their organisational performance. Since the launch of the first version in 2000 and the revised version in 2002, more than 1000 organisations in many European countries have implemented the CAF. The third revised version, the CAF 2006, was launched in September 2006.

One of the objectives of this course is to present to the participants the 2006 version of the CAF as well as the use of CAF in European countries, with a special emphasis on the self-assessment process. We will also analyse how to set up training at regional, local or organisational level, launching improvement actions on a short, medium and long-term basis, and explain the benefits of e-tools, databases and benchmarking.

We will explain to you the support that you can get from EIPA's CAF Resource Centre, and at the end of this course, participants will for sure be in a better position to implement the CAF in their own organisations or they will be able to assist other organisations in the implementation of the CAF. The methodology used will combine presentations of approaches developed from various perspectives, case studies, workshops and plenary sessions. The working languages will be English and Spanish, with simultaneous translation.

The profile of the participants to whom we address our seminar includes trainers, Human Resources managers as well as quality and change managers involved in introducing quality management techniques and tools as well as HR instruments in the public sector (ministries, agencies, regional and local administrations, education, police, health care, etc.).

Seminar venue:

Auditorium (Ground floor)
Catalan School of Public Administration (EAPC)
C/Girona, 20
ES-08010 Barcelona

Working language:

English and Spanish, simultaneous interpretation will be provided throughout this two-day seminar

Fee:

The participation fee is **€725** and includes documentation, 2 lunches, 2 coffee breaks and a certificate of attendance. Accommodation and travel costs are at the expenses of the participants or their administration.

Deadline for registration: 22 September 2008

Payment before the deadline is a condition for participation. For cancellations received after 22nd September we will have to charge an administration fee of €150 unless an alternative participant is nominated.

Hotel reservations in Barcelona:

The EIPA-ECR will be pleased to make reservations for you at those hotels in Barcelona (limited rooms) close to the venue of the seminar:

Hotel Europark***

(Aragón 325, Tel. 93 457 92 05, www.nnhotels.com)
€105 Double room for single use, €130 Double room,
breakfast buffet included

Hotel Ritz Roger de Llúria****

(Roger de Llúria, 60, Tel.: 93 343 60 80,)
€135 Double room for single use, €165 Double room,
breakfast buffet included

7% VAT not included in any case.

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.**

Information and Registration:

Natalia Doménech, Programme Organiser
European Institute of Public Administration – European Centre for the Regions (EIPA-ECR)
C/ Girona, 20 / 08010 - Barcelona
Tel.: + 34/ 93 567 23 89; Fax.: +34/ 93 567 23 99;
E-mail: n.domenech@eipa-ecr.com

You can also submit the online registration form which can be found on EIPA's web site: <http://www.eipa.eu>

Confirmation:

Confirmation of registration will be sent to participants on receipt of the completed registration form and after the 22nd September 2008.

Project leaders

Patrick Staes (BE)
Project leader
Seconded National Expert;
Head of the CAF Resource Centre, EIPA Maastricht

Gracia Vara Arribas (ES)
Project leader
Senior Lecturer, EIPA-ECR, Barcelona

Organisation of the programme

Ann Stoffels (BE)
Programme Organiser
CAF Resource Centre, EIPA, Maastricht

Natalia Doménech García (ES)
Programme Organiser, EIPA-ECR, Barcelona



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PROGRAMME

THURSDAY, 2 OCTOBER 2008

- 09.00hrs **Welcome and Introduction**
Gracia Vara Arribas,
Project Leader, Senior Lecturer,
European Institute of Public Administration –
European Centre for the Regions (EIPA-CER),
Barcelona (ES)
Patrick Staes,
Project Leader, Seconded National Expert;
Head of the CAF Resource Centre, European
Institute of Public Administration (EIPA),
Maastricht (NL)

The CAF model and the European context

- 09.10hrs **The European vision of quality:
the Common Assessment Framework.
Its origin and actual use**
Patrick Staes
- 09.30hrs **The Common Assessment Framework:
the model in detail**
Ann Stoffels,
EIPA CAF Resource Centre, Maastricht (NL)
- 10.30hrs Coffee break
- 11.00hrs **Exercise 1: “Identify the sub-criteria”:
group discussions**
- 11.45hrs **Exercise 1: “Identify the sub-criteria”:
review of results in plenary session and
discussion**
Patrick Staes

The process of self-assessment (SA)

- 12.30hrs **The self assessment process:
how to secure the involvement of
management in staff**
The different actors and their roles, timing,
reporting, guidelines, the use of e-tools in
the SA process
Patrick Staes and Ann Stoffels
- 13.15hrs Lunch
- 15.15hrs **Case study: Results – Improvement actions
– self assessment**
**Basic Police Area L’Hospitalet de Llobregat
(ABPHPL), Police of the Generalitat-Mossos
d’Esquadra. (PG-ME).**
Ferran L. López Navarro,
Head of the Metropolitan Police South Region,
Department of Interior, Institutional Relations
and Participation, *Generalitat de Catalunya* (ES)
- 16.00hrs **CAF in Spain**
María Jesús Jimenez,
Evaluator, Department of Services Quality,

Evaluation and Quality Agency, Ministry of
Public Administration (ES)

- 16.30hrs **CAF in Europe**
CAF Movie
- 17.00hrs End of the first day

FRIDAY, 3 OCTOBER 2008

- 09.00hrs **How to assess an organisation by defining
strengths and areas for improvement and
scoring**
Patrick Staes
- 09.30hrs **Simulation in plenary session**
Patrick Staes
- The CAF as a driving force
behind organisational change**
- 10.00hrs **How to prioritise improvement actions
and draft an action plan**
Jean-Marc Docho,
International expert on Quality in the Public
sector
- 10.45hrs Coffee break
- 11.15hrs **Exercise 2: Prioritise a number of
proposed actions: group discussions**
- 12.15hrs **Exercise 2: Prioritise a number of proposed
actions: review of results in plenary session**
Jean-Marc Docho
- 13.15hrs **Communication strategy for the CAF:
Communication as a key success factor
for change**
Patrick Staes
- 14.00hrs Lunch

CAF works – Better results for the citizens by using CAF

- 16.00hrs **Group discussion: How to develop a quality
strategy within an organisation and
networking between organisations around
CAF (Questions to be debated)**
Patrick Staes and Jean-Marc Docho

Networking –The CAF Resource Centre at EIPA

- 16.30hrs **What can the CAF RC at EIPA do for you?
(incl. CAF e-tool)**
Ann Stoffels
- 17.00hrs **Evaluation and closure of the seminar**
Patrick Staes and Gracia Vara

REGISTRATION FORM

CAF Training Event
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Surname: Title:

First name: M / F

Current position:

Organisation:

Department:

Work address:

Postal code & town: Country:

Tel. no. (work) : Fax no.:

E-mail address:

INVOICES DATA:

Name of the Institution or Organisation:

Fiscal number:

Department:

Address:

Postal code & town: Country:

PAYMENTS 0860201

**The participation fee includes participation in the seminar, documentation,
2 lunches, coffee breaks and a certificate of attendance**

€725

Bank transfer

It is necessary to state the **name of the participant** and the reference "**0860201 CAF**"
ECR's account n° IBAN: ES27-0182-6035-43-0018000225,
BIC: BBVAESMM at the BBVA, Plaça Catalunya 5, 08002 Barcelona (ES)

Credit card

Eurocard/Mastercard Visa Card

Card no.: Expiry date:/.....

Name Card holder:

Card Validation Code:

HOTEL BOOKING

Please book this hotel for me: (see fares in General Information)

Hotel Europark ***

Hotel Ritz Roger de Llúria****

Double room for single use

Arrival date:

Double room

No. nights:

Departure date:

place and date:

To ensure the optimal organisation of the seminar, please return the completed registration form **by fax or e-mail before 22nd September 2008 to:** (limited number of places)

Natalia Doménech, Programme Organiser

Tel.: +34/ 93 567 23 89

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Fax: + 34/ 93 567 23 99

<http://www.eipa.eu>

Your name and address will be part of EIPA's database for our mailing purpose only.
Please tick if you do not want to be included in our mailing database.