EIPA European Institute of Public Administration
European Centre for the Regions
Barcelona

CAF Training Event
"The Common Assessment Framework in Action"
Barcelona (ES), 1 – 2 October 2009

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 at regional and local level 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 after 3 years of experience 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 from different levels of administration 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.).

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)
Coordinator CAF Resource Centre, EIPA, Maastricht

Caroline Layous dit Chicoy (FR)
Programme Organiser, EIPA-ECR, Barcelona
Seminar venue:
Auditorium (Ground floor)
Catalan School of Public Administration (EAPC)
C/Girona, 20
ES-08010 Barcelona

GENERAL INFORMATION
Working language:
English and Spanish, simultaneous interpretation will be provided throughout this two-day seminar

Fee:
The participation fee is € 800 and includes documentation, 2 lunches, coffee breaks and a certificate of attendance. Accommodation and travel costs are at the expenses of the participants or their administration.

Deadline for registration: 23 September 2009

Payment before the deadline is a condition for participation. For cancellations received after 23rd 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) situated close to the venue of the seminar:

Hotel Europark*** (completely refurbished in March 2008)
(Aragón 325, Tel. 93 457 92 05, www.nnhotels.com)
€ 109 Double room for single use, € 135 Double room, breakfast buffet included (+ 7% VAT)

Gran Hotel Havana****
(Gran Via de les Corts Catalanes, 389; Tel.: +34 93 552 96 10, www.hoteles-silken.com)
€ 130 Double room for single use, € 140 Double room (breakfast and 7% VAT included)

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:
Caroline Layous dit Chicoy, Programme Organiser
European Institute of Public Administration – European Centre for the Regions (EIPA-ECR)
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Tel.: + 34/ 93 567 24 18; Fax.: +34/ 93 567 23 99;
E-mail: c.layous@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 the participants on receipt of the completed registration form and after the 23rd September 2009.

Do not consider yourself registered as long as you have not received an e-mail from us confirming your registration.

Programme

Thursday 1 October 2009

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

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 self-assessment (SA) process

12.30hrs The self-assessment process: how to secure the involvement of staff by management The different actors and their roles, timing, reporting, guidelines, the use of e-tools in the SA process
Ann Stoffels, EIPA CAF Resource Centre, Maastricht (NL)

13.15hrs Lunch

15.15hrs How to assess an organisation by defining strengths and areas for improvement and scoring
Patrick Staes

15.30hrs Exercise 2: "How to score": group discussions

16.00hrs Exercise 2: "How to score": review of results in plenary session and discussion
Patrick Staes

16.30hrs Practical Case: ¨Consell de Mallorca¨
Fernando Monar, General Director for Services Quality, Govern de les Illes Balears.

17.15hrs CAF in Spain
Eloy Gregorio Cuéllar Martín, Principal Evaluator, Services Quality Department, State Agency of Evaluation of Public Policies and Services Quality (ES)

17.55hrs CAF in Europe
Introduction to the CAF Movie

18.00hrs End of the first day

Friday 2 October 2009

The CAF as a driving force behind organisational change

09.00hrs How to prioritise improvement actions and draft an action plan.
Patrick Staes

09.30hrs Exercise 3: Prioritise a number of proposed actions: group discussions

10.15 hrs Exercise 3: Prioritise a number of proposed actions: review of results in plenary session

10.45hrs Coffee break

11.15hrs Communication strategy for the CAF: Communication as a key success factor for change.
Patrick Staes

11.45hrs Exercise 4: How to draft an effective improvement plan; criteria and conditions for effective improvement: discussion in working groups.

12.30hrs Exercise 4: How to draft an effective improvement plan; criteria and conditions for effective improvement: review in plenary session.

13.30hrs Lunch

15.00hrs External feedback on the use of the CAF: Methodology and pilot projects.
The European CAF community is developing a methodology to provide external feedback on CAF self-assessments and how to reward organisations for subsequently installing a culture of improvement.
Patrick Staes

Networking –The CAF Resource Centre at EIPA

16.00hrs What can the CAF RC at EIPA do for you? (incl. CAF e-tool)
Ann Stoffels

16.30hrs Evaluation and closure of the seminar
Patrick Staes and Gracia Vara

Registration Form
CAF Training Event
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Surname: ..... Title: ..... M/F

First name: ..... Current position: .....

Organisation: ..... Department: .....

Work address: .....

Postal code & town: ..... Country: .....

Tel. no: ..... Fax no: .....

E-mail address: .....

Registration Fee

Includes a documentation folder, coffee breaks, 2 lunches and a certificate of attendance: **€ 800**

Method of payment

☐ Bank transfer

It is necessary to state the name of the participant and the reference "0960201 CAF"
ECR´s account nº IBAN: ES27-0182-6035-43-0018000225,
BIC: BBVAESMM at the BBVA, Plaça Catalunya 5, 08002 Barcelona (ES)

.....

E-mail: .....

☐ **Credit card**

○ Mastercard ○ Visa 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: ..... (the last three digits 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)

Hotel Reservation

Please reserve hotel accommodation for me at ☐ Hotel Europark***
☐ Hotel Silben Gran Hotel Havana ****

○ Double room for single use
○ Double room

☐ No hotel reservation required

Date of arrival: .....
Date of departure: .....
No. of nights: ..... **Place and date:** .....

To ensure the optimal organisation of the seminar, please return the completed registration form by fax or e-mail **before 23rd September 2009** to: (limited number of places)
Caroline Layous dit Chicoy, Programme Organiser, tel.: +34/ 93 567 24 18; fax: + 34/ 93 567 23 99 ;
E-mail: c.layous@eipa-ecr.com; http://www.eipa.eu

EIPA

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.