

**5th European CAF user Event “CAF as a driver for innovation”
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**CAF as guiding model for the public administration management in
Dominican Republic.**

Identification of the organisation

Ministry of Public Administration, Dominican republic

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- Level:

Latin America, national.

- Sector

Public Administration

Short description :

The Ministry of Public Administration, as responsible entity of the quality management in Dominican Republic, assumed since 2005, the dissemination of CAF model as a tool to be used by institutions to identify their strengths and areas of improvement, considering it as the most appropriate model to apply quality management techniques in the public sector. Furthermore, this model was selected as the basis on which rests the National Quality Award, requiring the self-assessment CAF in order to write the memoirs of application.

The implementation of the CAF from 2010 is mandatory due to the promulgation of Decree 211-10, that specifies that all public institutions should conduct a self-assessment using this model.

Aimed by the hard work done, a change in the culture of the Dominican public institutions has been generated and improvements in the service quality can be perceived, as well as a greater interest in documenting, measuring and innovation of the processes. Also, it can't be ignored that some of the institutions that began with the CAF self-assessment have participated and won international awards for quality and has become references in their respective sectors.

The number of institutions that have self-assessed with CAF in the Dominican Republic is the highest of America and some European countries. This experience has spread to other Central American countries; such was the case of Guatemala that was assisted by the Dominican Ministry of Public Administration in the implementation of the CAF and the creation of the National Quality Award.

The actions taken by the MAP for the implementation of the model and their impact of those actions, have been able to be measured through a series of indicators included in this document, highlighting the Monitoring System of Public Administration – (Sistema de Monitoreo de la Administración Pública – SISMAP), which graphically shows the whole structure of the State and the progress of each institution in the implementation of the CAF.