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## The first Effective CAF User label in Finland goes to the Urban Environment sector of the City of Kuopio



The Urban Environment of the City of Kuopio was awarded the first Effective CAF User label in Finland on 1st November 2017.

"Many thanks to the people working for the Urban Environment. This fine result takes a great effort. The most important factor in our journey towards quality is that we continuously develop our enablers for better and better results; it is not for the Effective CAF User label", says Mr Jarmo Pirhonen, Deputy Mayor City of Kuopio.

The Urban Environment sector of the city of Kuopio showed their attitude and determination towards achieving quality, and the effective use of CAF. The self-assessment evaluation process was the result of a team effort by all the employees of the Urban Environment Sector, whom are continuously working to ensure better services within the community. The Urban Environment Sector took an exemplary choice to be the first one in the Procedure of External Feedback in Finland. Kuopio's Urban Environment Sector is a pioneer in the field of self-assessment, and leads the way to all organizations in the public sector.

*Deputy Mayor of the city of Kuopio, Jarmo Pirhonen*



*Development Manager and CAF NC Finland, Aila Särmälä*

From the National Organizer perspective, the State Treasury is responsible for the implementation of the CAF External Feedback procedure in Finland, which is available to public sector organizations at a minimum cost. A core group of CAF External Feedback Actors (the evaluators) is selected by the National organizer. On this note, Development Manager, Aila

Särmälä (CAF National Correspondent), ensures that CAF self-assessment and CAF External Feedback sets a benchmark for future improvements in the public sector.

The CAF Procedure of External Feedback adds value to the use of CAF and to its users. Public sector organizations will want to see the results of all their efforts and they require feedback about their efforts. This CAF External Feedback by peers and experts will help organizations take the next steps on their quality management journey towards making their efforts visible both internally and externally.

*City of Kuopio in brief*

The city of Kuopio, founded in 1775, is the 8th largest city of Finland, with more than 111,000 inhabitants and 600,000 people live in the Kuopio catchment area in all. Kuopio is a modern, developing growth centre, the city of expertise, science and technology.

See more

<https://www.youtube.com/watch?v=O717SbT0wcw>

<https://old.kuopio.fi/web/information-about-kuopio/kuopio-in-brief>

City of Kuopio, Urban Environment

<https://old.kuopio.fi/en/web/environment>



*External Feedback Actors group in October 2017 in Kuopio*

## Implementation of Quality Management Systems in the Public Administration in Slovenia

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Based on the priorities of governmental Strategy of Public Administration Development, the Ministry of Public Administration intensified its activities regarding the implementation of Quality Management Systems in public administrations in 2017. To speed up the process, new employees joined the Quality Department within the Development Office.

In the field of implementation of the CAF model in public administrations, 13 out of 14 ministries of the Slovenian Government decided to implement their first self-assessment of the organization, among them, the Governmental Secretariat-General was also present. Training sessions and regular meetings of quality management representatives were carried out, followed by self-assessment activities. By autumn 2017, five ministries prepared action plans to improve the functioning of organizations, the remaining ones are expected to deliver their action plans by the end of the year. The majority of organizations involved found CAF very useful, working groups detected many areas for improvements and the communication amongst employees was also improved. Besides, teamwork in the organizations has increased, and the quality awareness was improved among all employees.

Following the great results mentioned above, in Slovenia a new cycle has commenced, inviting other governmental bodies to join the CAF community, which is expected to grow to twelve new CAF users in 2018, not to mention another 30 regular CAF users planning to execute self-assessment procedures in 2018.

Moving onto the practicality of CAF External Feedback Procedure, a pilot project was launched in spring 2017 and it successfully terminated in September. Six applicants - Administrative Units (AU Grosuplje, AU Kočevje, AU Krško, AU Slovenska Bistrica, AU Vrhnika and AU Zagorje ob Savi) and sixteen External Feedback Actors participated in the project. The results showed that the participating applicants are well experienced in performing self-assessments.

On average, they showed to be able to possess the required criteria for proper organization. Furthermore, the applicants showed high quality commitment of management, focus on customers and social responsibility. The project ended during the 61st EOQ Congress in October, where all the participating applicants and External Feedback Actors were awarded their diplomas for cooperating in the project. In the near future, a second pilot project of CAF EFP will be launched, implementing the lessons learned in the first pilot project. Later in 2018, a regular CAF EFP is planned.

## The use of CAF in the Greek Public Administration

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Within the Greek Public Administration, a 3-year action plan 2018-2021, which includes CAF promotion and implementation in specific sectors of the Greek public administration, was submitted to the Minister. Furthermore, a new organizational unit at the Ministry of Administrative Reconstruction was established. Such unit, is responsible for quality, CAF implementation and PEF.

For 2018, training workshops in all the regions of the Greek Government for the CAF implementation are being planned. Such workshops will cover CAF/ECU promotion and implementation to public services such as Hospitals and social welfare organisations.

Additionally, the design of a new platform to promote CAF implementation and knowledge is taking place. At the legislative level, a proposal to introduce PEF in the public administration, as well as training activities of experts to the use of PEF is being developed.

## CAF External Feedback and Label Training on the delivery of External Feedback. *Maastricht (NL), 5-7 December 2017*

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A three-day training event on the delivery of external feedback took place in Maastricht with the CAF experts Patrick Staes and Nick Thijs.



## Agenda 2018

### Event: 8th European CAF User Event, Sofia (BU), 12th April 2018

The 8th CAF User Event is being organized by EIPA with the support of Mr. Patrick Staes and Mr. Nick Thijs. The event's main title is; *Public Sector Organizations on their way to maturity: embedding the principles of excellence*. As well as this, the event will highly focus on the CAF 2020 revision, including three different learning labs on the content of the CAF model, the guidelines and process of CAF implementation, and the learning lab on PEF.

The importance and focus towards the future on CAF 2020 will then be summarized in a plenary session including inputs from the learning labs.



#### Fabrizio Rossi as new CAF desk officer.

Fabrizio has joined EIPA in October following the developments within the EU CAF RC.

#### Vacancy: Leading Expert of EIPA's CAF Centre (F/M)

EIPA has a vacancy in the Public Management Unit in Maastricht. We are looking for an experienced professional with a solid background in Total Quality Management (TQM) in the public sector to take on the responsibilities as our new: Leading Expert of EIPA's CAF Centre (F/M). link: <http://www.eipa.eu/en/vacancies/show/&tid=185>



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