

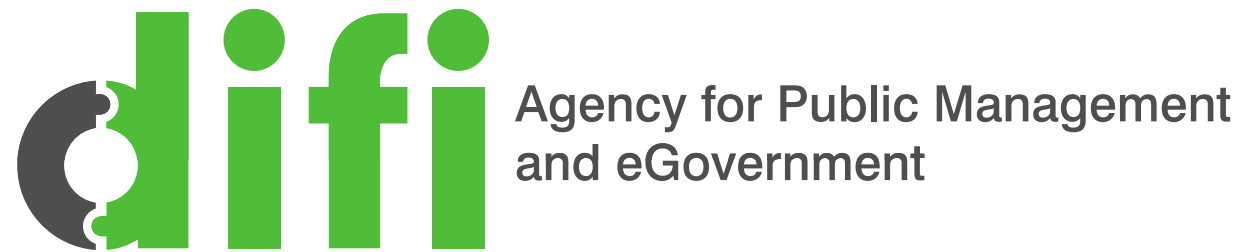
Republic of Cyprus

EUPAN DG MEETING

**5th European CAF Users Event,
Oslo, 28 and 29 September 2012**

CAF 2013

The 5th European CAF Users Event



The 5th European CAF Users Event

- European CAF users' events in Rome 2003, Luxembourg 2005, Lisbon 2007, Bucharest 2010 and OSLO 2012.
- 200 participants coming from more than 20 countries
- plenary sessions with 5 key notes,
- parallel sessions with 18 national cases,
- many moments of networking
- presentation of CAF 2013

The 5th European CAF Users Event

CAF as a driver for innovation through its characteristics :

- ***the bottom-up approach:*** create the ownership of staff and their involvement in improving the organisation;
- ***building knowledge:*** self-assessment provides knowledge on the organisation which provokes new insights and new ideas;
- ***the holistic approach:*** covering all aspects of the functioning of an organisation, giving an overall perspective and link between Enablers and Results, illustrating the cause-effect relations;
- ***bringing the outside in:*** involvement of all types of stakeholders to stimulate new ideas; being part of service delivery in a chain of activities with others; bench learning

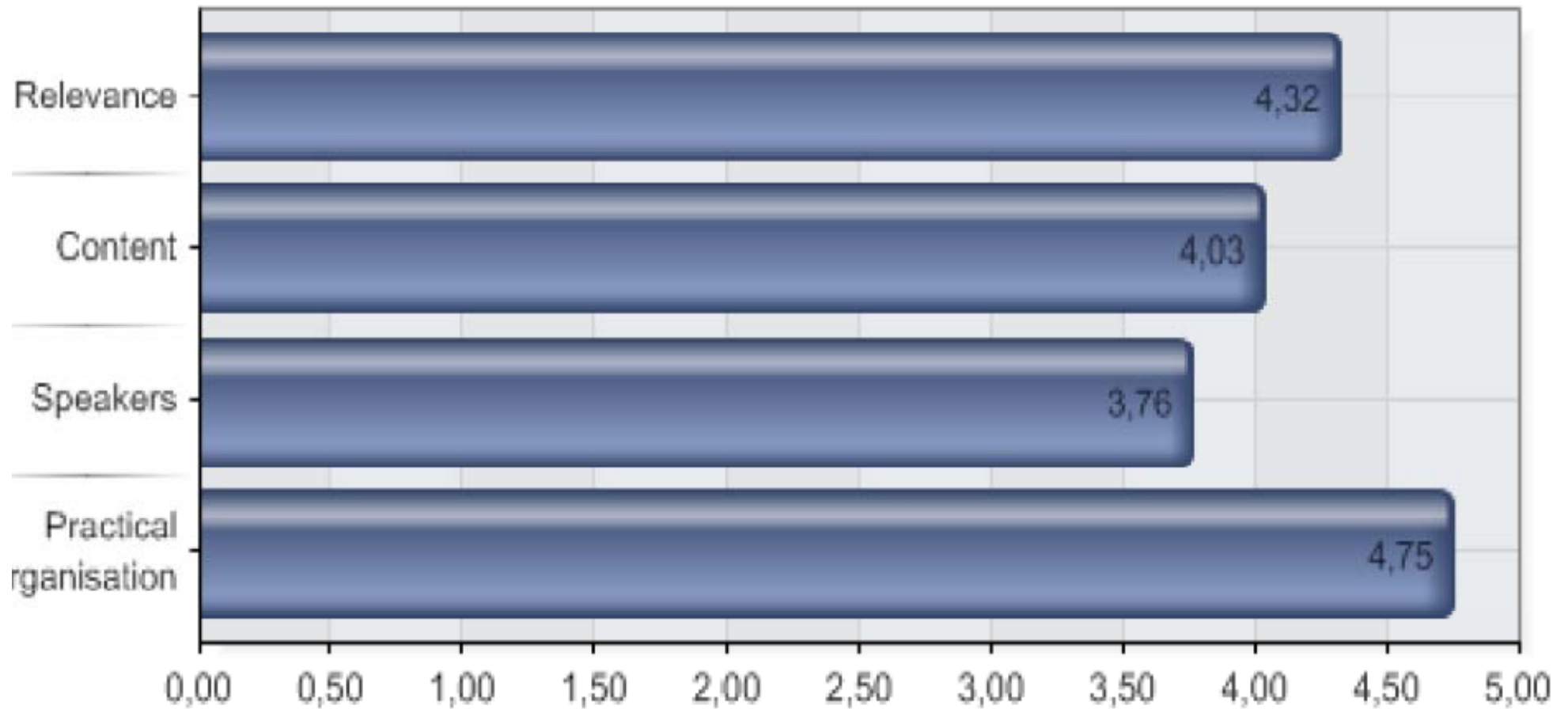
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3 parallel sessions,

- **18 public sector organisations**
- **remarkable methods and practices inspired by the conclusions of the CAF self-assessment that have led to tangible results**
- **in the field of citizen/customers, people and key performance.**

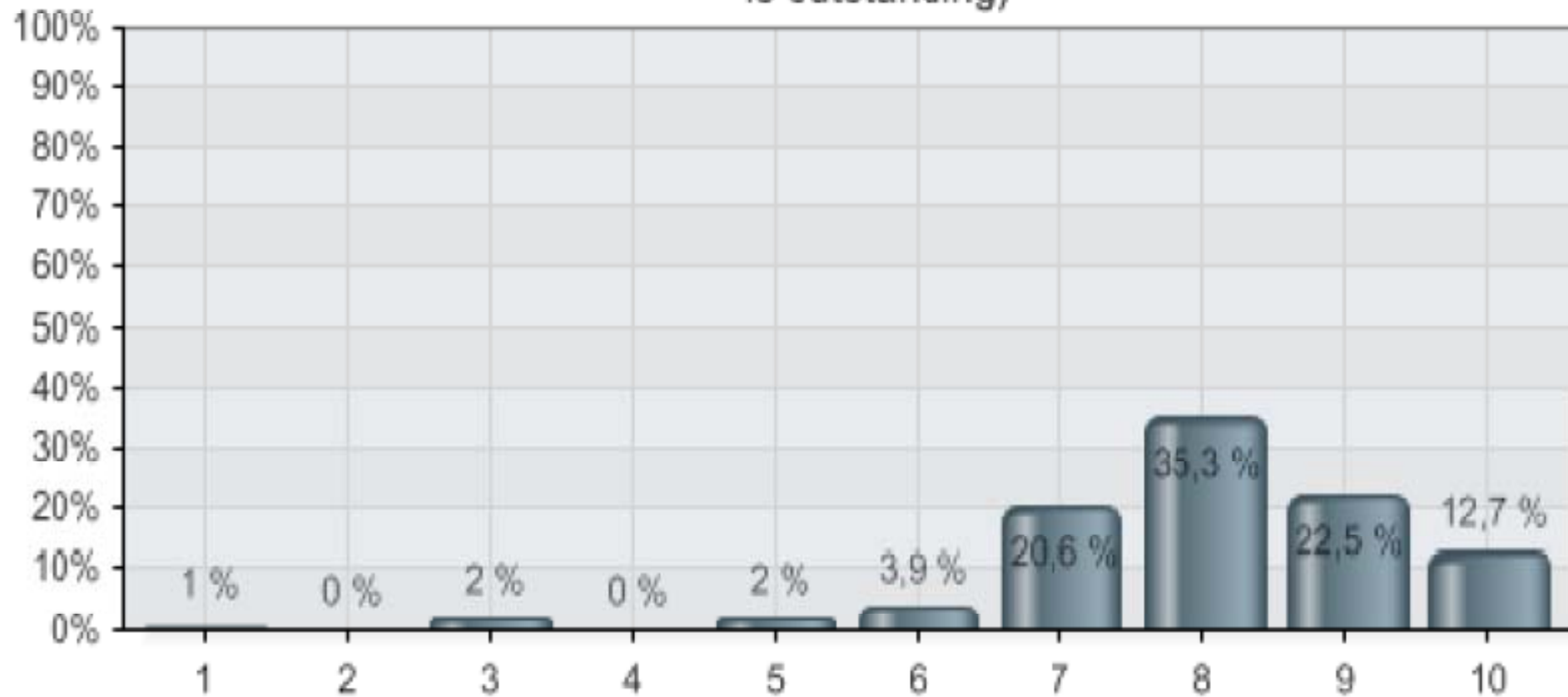
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3. What was your general impression of the event



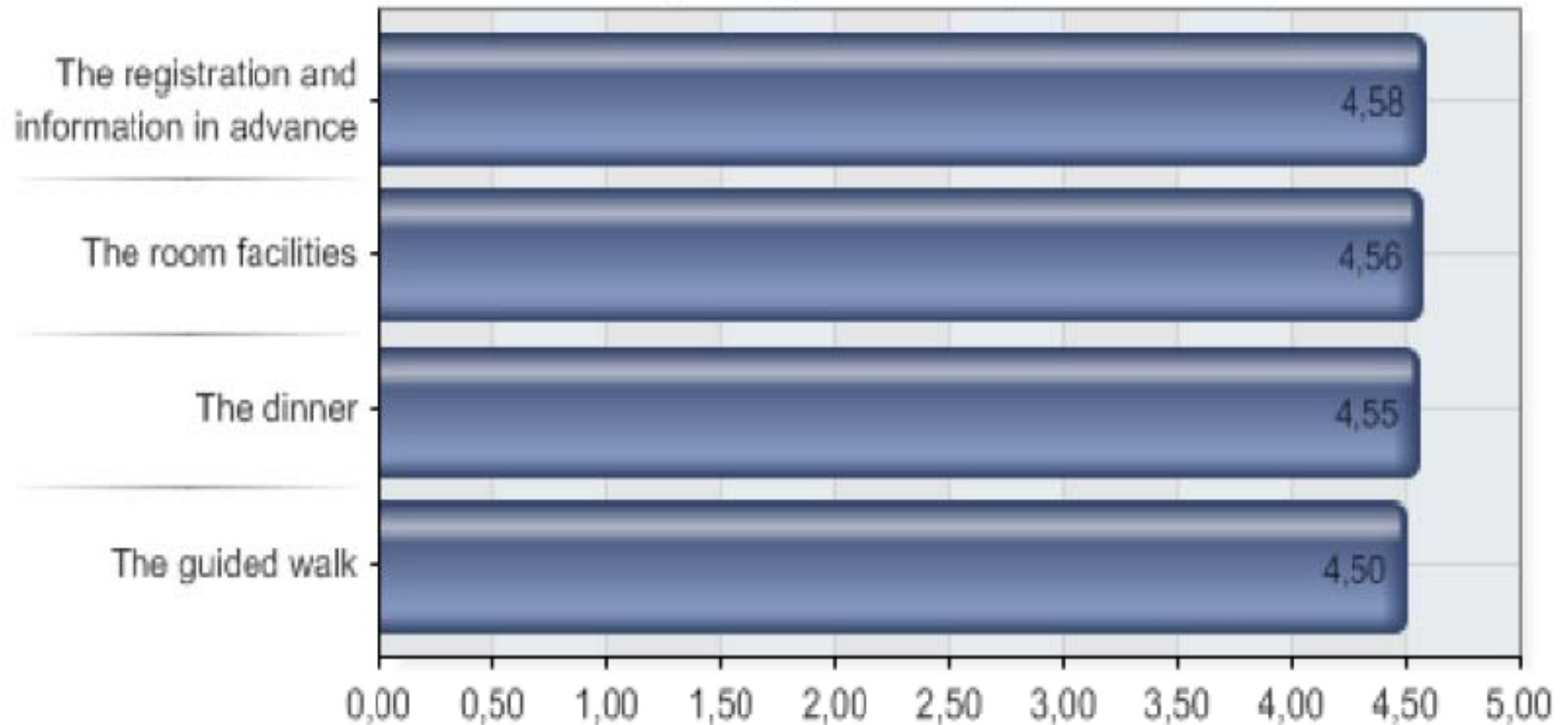
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4. What would be your overall score on a scale from 1 to 10 (1 is very bad and 10 is outstanding)



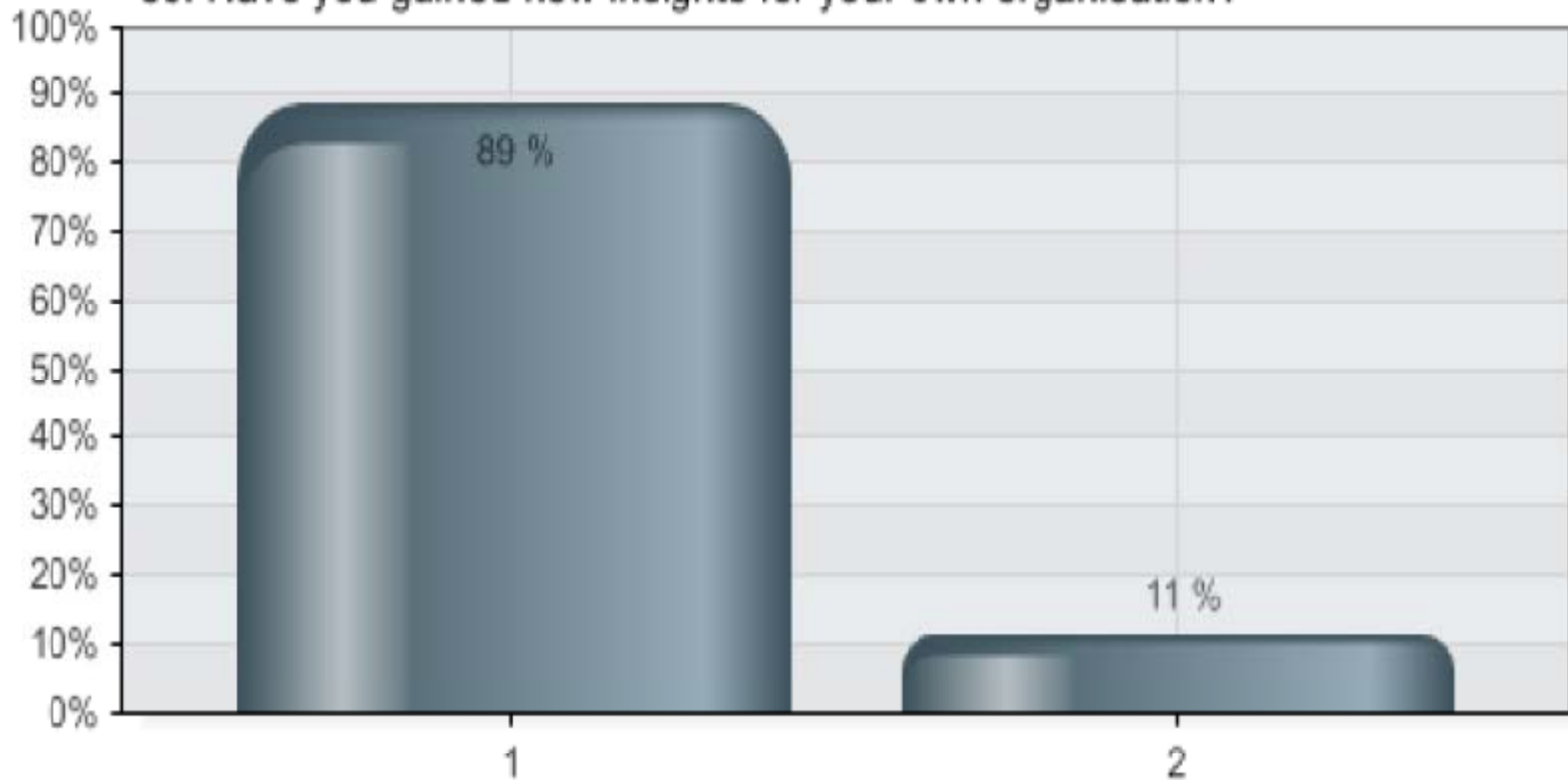
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39. How would you appreciate the practical arrangements?



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35. Have you gained new insights for your own organisation?



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All info of the conference together with all the presentations (cases and keynotes)

on the CAF website of EIPA www.eipa.eu/CAF (under the menu “EU CAF Users Events”) or

at the website from the Norwegian Agency for Public Management and e-Government – Difi at www.difi.no .



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1. Incentives for the revision

- Since 2006 : **increase in use of CAF**, reaching for 3000 users by the end of 2012 : need for qualitative evaluation of model
- **Study** on use of CAF in 2011: 400 users and 22 National CAF Correspondents made suggestions for improving: Warsaw October 2011
- **CAF trainings** given by the CAF Resource Centre showed need for further development
- **Lessons learned** from creation of CAF and Education and the Procedure for External Feedback

2. Process of the revision

Experts group from

- **Austria:** Michael Kallinger and Thomas Prorok
- **Belgium:** Jean-Marc Dochot, Philippe Thoul, Kathleen Van Mullen, Manu Breynaert, Brigitte De Clerck, Sven Geldof
- **Denmark:** Mads Biering-Sorensen
- **Finland:** Johanna Nurmi and Jukka Erkillä
- **Italy:** Sabina Bellotti and Italo Benedini
- **Luxembourg:** Thierry Hirtz

2. Process of the revision

Experts group from

- **Malta:** Paul Debattista
- **Norway:** Gudrun Vik
- **Portugal:** Cristina Evarista
- **Slovakia:** Monika Jurkovicova
- **Spain:** Eloy Cuellar Martin
- **EFQM:** Pierre Cachet

2. Process of the revision

- Preparation and presidency of the meetings: **CAF RC EIPA**: Ann Stoffels, Nick Thijs and Patrick Staes
- Presentation at **5th European CAF Users Event**, Oslo, September 2012
- Approval by **IPSG**, October 2012, and **DG's**, December 2012, in Cyprus

3. Focus points of the CAF 2013



Citizens customers involvement as co-designers, co-decision makers, co-producers and co-evaluators



Processes: focus on core-processes in criterion 5, management processes in criteria 1 and 2 and supporting processes in criteria 3 and 4



Coordination of processes with other relevant organisations

3. Focus points of the CAF 2013



Performance orientation, strengthening perception and performance measurements in the results criteria

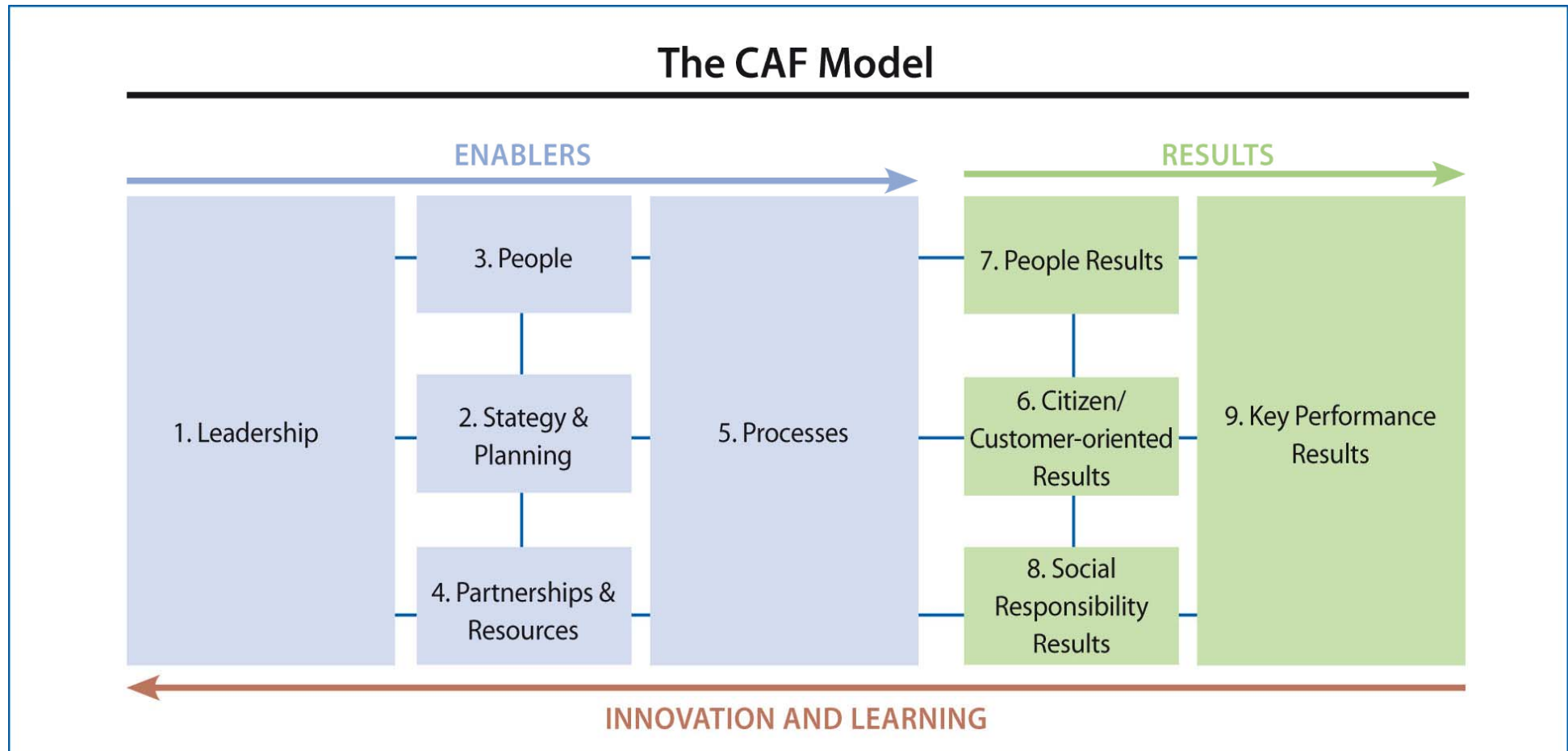


Innovation supported by leadership



Social responsibility

4. Adaptations in the model



4. Adaptations in the model



Revision of the General Introduction, the introduction of the criteria and sub criteria and the examples to improve accessibility



Integrating the 8 Principles of Excellence, the 10 steps of implementation and the PEF in the introduction



Adaptation of the glossary

4. Adaptations in the model

Criterion 1 Leadership	1.2 Manage the organisation, its performance and its continuous improvement 1.4 Manage effective relations with political authorities and other stakeholders
Criterion 2 Strategy and Planning	2.1 Gather information on present and future needs of stakeholders as well as relevant management information 2.3 Communicate and implement strategy and planning in the whole organisation and review it on regular basis
Criterion 3 People	3.3 Involve employees by developing open dialogue and empowerment, supporting their well-being.
Criterion 4 Partnerships and Resources	4.1 Develop and manage partnerships with relevant organisations

4. Adaptations in the model

Criterion 5 Processes	5.1 Identify, design, manage and innovate processes on a ongoing basis involving the stakeholders 5.3 Coordinate processes across the organisation and with other relevant organisations
Criterion 6, 7 and 8	The results of Perception and Performance measurements
Criterion 8	Social responsibility results

5. Strategy for the future



Spread the CAF 2013

- Translation of CAF 2013
- Brochure on line, maybe format
- Convince CAF 2006 Users to go for CAF 2013 in the future but not oblige them
- Adapt CAF for Education to CAF 2013 version: 2013
- Develop Good practice guidelines and examples on the CAF website
- Extra efforts to register CAF users: accountability

Contact us :

CAF RC

European Institute of Public Administration (EIPA)

O.L. Vrouweplein 22 NL - 6201 BE Maastricht

Tel.: +31 43 3296 328

E-mail: caf@eipa.eu

<http://www.eipa.eu>