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Fondul Social European



GUVERNUL ROMANIEI  
Ministerul Administrației  
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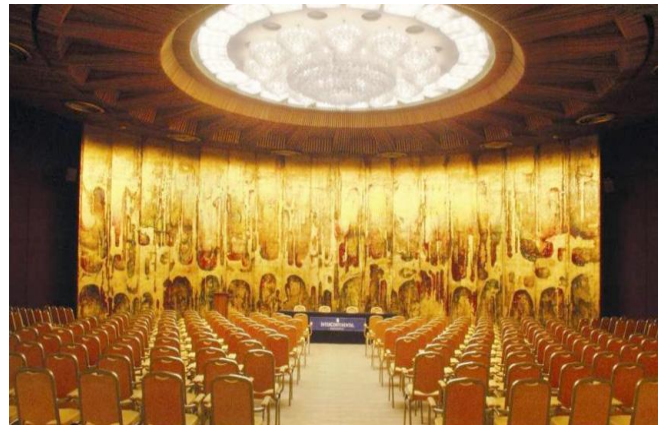


Inovație în administrație  
Programul Operațional  
"Dezvoltarea Capacității  
Administrative"

## The 4th European CAF Users' Event

# Progressing Towards Excellence The Challenge for European Public Administrations in Difficult Times

Bucharest (RO), 23-24 September 2010



### Introduction

Since the launch of CAF in 2000, it was clear that mutual understanding and bench learning among CAF users would be a strong impetus for the success of the model in Europe. European CAF Users' Events are thus organised every two years with the aim of being an inspiring meeting point for CAF users and to further disseminate TQM among the public sector in Europe.

In 2003 and 2005 CAF users from all over Europe met in Rome and Luxembourg at the first two European CAF Users' Events. Each time, nearly 150 CAF users discussed the implementation of the model, its features and its difficulties. The Portuguese Presidency organised the 3<sup>rd</sup> European CAF Users' Event in Lisbon in 2007. This 3<sup>rd</sup> Event focused on the effects of the CAF self-assessment on the total quality of the organisation: CAF inspiring change. On that occasion the CAF movie was presented to an audience of 300 participants.

This year, Romania is organising and hosting the 4<sup>th</sup> CAF Users' Event in cooperation with the network of CAF national correspondents and the EIPA CAF Resource Centre. The 4<sup>th</sup> Event will have a special focus on the 8 principles of excellence and the newly developed procedure for external feedback.

Since the launch of the CAF in 2000, its implementation and use has undergone a remarkable evolution. At the start, CAF was mostly seen as a tool to help the managers and people in public organisations to conduct a **self-assessment** in the light of the blueprint of an excellent organisation. After a few years, the focus shifted from the self-assessment to the **improvement cycle** and the implementation of modern management instruments in the different areas covered by the 9 criteria and 28 sub-criteria of the CAF model. By doing so, public sector organisations wanted to respond to the **8 principles of excellence** and grow towards an efficient and effective organisation. However, they also wanted to see the results of all their efforts and were looking for **external feedback**. This is how the idea arose to create a system of external feedback on the introduction of total quality management with the help of CAF. A consensus was found among the EU Member States to create a new instrument and a new tool: respectively, the Procedure on External Feedback and the CAF Label of an Effective CAF User.

The 4<sup>th</sup> CAF event is also an excellent occasion to celebrate two milestones of CAF history with the quality community: **The 10<sup>th</sup> anniversary of CAF and the 2000<sup>th</sup> registered CAF user!**

# Programme

**THURSDAY 23 SEPTEMBER 2010**

<b>8.30 - 9.30</b>	<b>Welcome and registration of participants</b>
<b>9.30 - 9.45</b>	<p><b>Welcome and opening</b></p> <p><b>Opening speech</b> <i>Minister Secretary of State, Romania</i></p> <p><b>Presentation of the event</b> <i>General Director of the Central Unit for Public Administration Reform, Romania</i> <i>National CAF correspondent, Ministry of Administration and Interior, Romania</i></p>
<b>9.45 - 10.30</b>	<b>Plenary session 1</b>
	<p><b>1a.</b> The effective drivers for change. How to come to a culture of change in public sector organisations. <i>Michael Schindl, Schindl Rughase Partners</i></p>
	<p><b>1b.</b> The 8 principles of excellence. The way forward to an excellent organisation. <i>Patrick Staes, Head of the EIPA CAF Resource Centre, Maastricht</i></p>
<b>10.30 - 11.00</b>	<b>Coffee break</b>
<b>11.00 - 13.00</b>	<p><b>Parallel sessions 1: 4 principles of excellence (efficiency oriented)</b> (4 sessions each with a scientific introduction, 2 or 3 cases and a discussion on the opportunities for further development)</p>
	<p>Session 1: <b>Management by processes and facts</b></p> <p><b>1.1 Organisation:</b> Hunedoara County Prefect's Office (Romania) <i>Title: From CAF to ISO : the experience of Hunedoara County Prefect's Office</i></p> <p><b>1.2 Organisation:</b> Corte d' Appello di Milano (Italy) <i>Title: The introduction of "process chain" logic in Corte d' Appello di Milano: bridging the gap between public functions and service provision in the management of justice</i></p> <p><b>1.3 Organisation:</b> Aust-Agder District Court (Norway) <i>Title: Improving work processes in a Norwegian District Court</i> <b>Facilitator: Gudrun Vik (Norway)</b></p>
	<p>Session 2: <b>Mutually beneficial partnerships</b></p> <p><b>2.1 Organisation:</b> Regional State Administration Office of North Plain (Hungary) <i>Title: How to enhance the notoriety of the Regional State Administration Office of North Plain</i></p>

	<p><b>2.2 Organisation:</b> Consejería de Educación y Cultura. Gobierno de las Islas Baleares (Spain)  <i>Title: The strategic decision-making of the cultural centers depending of the Council of Education and Culture to improve the deficit areas identified by the CAF evaluation.</i></p> <p><b>2.3 Organisation:</b> Government of the province of Styria and Styrian District Authorities (Austria)  <i>Title: The introduction of CAF in Styrian District Authorities</i></p> <p><b>Facilitator: Monika Jurkovičová (Slovak Republic)</b></p>
	<p>Session 3: Involvement of people</p> <p><b>3.1 Organisation:</b> Institution of the Prefect – Constanta (Romania)  <i>Title: Involvement of people in the Institution of the Prefect – Constanta</i></p> <p><b>3.2 Organisation:</b> HEPCUT and HEPH Condorcet (Belgium)  <b>Title: Evaluation of the teachers by their students, a challenge for Higher Education</b></p> <p><b>3.3 Organisation:</b> Alma Mater Studiorum – Università di Bologna (Italy)  <i>Title: Person and organisation: a balance between opportunities and bonds</i></p> <p><b>Facilitator: Sabina Bellotti (Italy)</b></p>
	<p>Session 4: Continuous improvement and innovation</p> <p><b>4.1 Organisation:</b> Municipality of Heraklion Crete Hellas (Greece)  <i>Title: The use of new technologies as a trigger for innovation in the relationship with the citizen in the Municipality of Heraklion Crete Hellas</i></p> <p><b>4.2 Organisation:</b> The Danish Agency for Governmental Management (Denmark)  <i>Title: Streamlining of the organisation</i></p> <p><b>4.3 Organisation:</b> National Social Security Institute for workers (Italy)  <i>Title: CAF at the National Institute for Social Security</i></p> <p><b>Facilitator: Lisbet Aabye (Denmark)</b></p>
13.00 - 14.30	<b>Lunch break</b>
14.30 – 15.00	<p><b>Plenary session 2: 4 principles of excellence – conclusions of the working groups</b>  Panel discussion with the 4 chairpersons of the parallel sessions  <i>Facilitator: Nick Thijs (EIPA)</i></p>
15.00 – 15.30	<p><b>Plenary session 3: Strategic planning in public administration</b>  <i>Luc Lathouwers, Secretary general &amp; Inge Lynen, Advisor Flemish Government, Department of Government Affairs</i>  <i>Calin Emilian HINTEA, Professor within Babes Bolay University in Cluj Napoca, Romania</i></p>

<b>15.30 - 16.00</b>	<b>Coffee break</b>
<b>16.00 - 16.45</b>	<b>Plenary session 4:</b> The procedure for external feedback <i>Gordana Žurga, Secretary, Ministry of Public Administration (Slovenia)</i> <i>Nick Thijs, Lecturer, EIPA CAF Resource Centre, Maastricht</i>
<b>16.45 – 17.00</b>	Plenary session 5: CAF and education <i>Ann Stoffels, EIPA CAF Resource Centre, Maastricht</i>
<b>17.00 – 17.30</b>	<i>Debates – Conclusions of the first day</i>
<b>17.30 - 19.30</b>	<b>CAF Users’ networking</b>

## FRIDAY 24 SEPTEMBER 2010

<b>8.30 - 9.00</b>	<b>Welcome</b>
<b>9.00 - 10.00</b>	<b>Plenary session 6: Performance measurement/ monitoring</b> <i>Åge Johnsen, Professor of Public Policy, Faculty of Social Sciences, Oslo University College</i> <i>Alina Profiroiu –Phd. in Economy, Academy of Economic Studies, Faculty of Management in Public Administration</i>
<b>10.00 - 10.30</b>	<b>Plenary session 7: 10 years of CAF</b> Highlights of the European report <i>Patrick Staes and Nick Thijs, EIPA CAF Resource centre, Maastricht</i>
<b>10.30 - 11.00</b>	<b>Coffee break</b>
<b>11.00 - 13.00</b>	<b>Parallel sessions 2: 4 principles of excellence (effectiveness oriented)</b> (4 sessions each with a scientific introduction, 2 or 3 cases and a discussion on the opportunities for further development)
	Session 5: <b>Leadership and constancy of purpose</b> <b>5.1 Organisation:</b> OCMW Grobbendonk (Belgium) <i>Title: Horizontal Management: maximum involvement of Leadership. It is all in the mind</i> <b>5.2 Organisation:</b> Support Foundation European Social Fund Agency (Lithuania) <i>Title: Leadership in the Foundation European Social Fund Agency</i> <b>5.3 Organisation:</b> Nord-Trøndelag County Council (Norway) <i>Title: CAF as a tool for reporting on educational quality and a backdrop for drawing up political objectives</i> <b>Facilitator : Karin Närep (Estonia)</b>

	<p>Session 6: Corporate social responsibility</p> <p><b>6.1 Organisation:</b> The Institution of the Prefect - Timiș County (Romania)  <i>Title: Specialty practice performed by students of the West University of Timișoara</i></p> <p><b>6.2 Organisation:</b> Musée de Mariemont (Belgium)  <i>Title : Reflections about the museum and social integration in the Museum of Mariemont</i>  <b>Facilitator : Jean-Marc Dochot (Belgium)</b></p>
	<p>Session 7: Results orientation</p> <p><b>7.1 Organisation:</b> The Autonomous Regional Administration of the Azores (Portugal)  <i>Title: Self-assessment in the context of the management by objectives</i></p> <p><b>7.2 Organisation:</b> Ministry of Finance (Austria)  <i>Title: Better results for the Austrian Finance Administration by using the CAF</i></p> <p><b>7.3 Organisation:</b> Tax Office Zamosc (Poland)  <i>Title: Improved Quality of Service Delivery</i>  <b>Facilitator : Cristina Evaristo (Portugal)</b></p>
	<p>Session 8: Customer focus</p> <p><b>8.1 Organisation:</b> Agricultural Insurance Organisation (Cyprus)  <i>Title : The involvement of the farmers in the evolution and operation of the Agricultural Insurance Scheme in Cyprus</i></p> <p><b>8.2 Organisation:</b> City of Vantaa (Finland)  <i>Title : The CAF implementation in the City of Vantaa</i></p> <p><b>8.3 Organisation:</b> Pôle emploi Pays de la Loire (France)  <i>Title : Evaluation at the heart of the Pays de la Loire Job Centre</i>  <b>Facilitator: Marta Kuzawińska (Poland)</b></p>
<b>13.00 - 14.00</b>	<b>Lunch break</b>
<b>14.00 – 14.30</b>	<p><b>Plenary session 8: 4 principles of excellence – conclusions of the working groups</b></p> <p>Panel discussion with the 4 chairpersons of the parallel sessions  <i>Facilitator : Patrick Staes (EIPA)</i></p>
<b>14.30 – 15.00</b>	<p><b>Plenary session 9: The future of CAF</b></p> <p><i>Patrick Staes and Nick Thijs, EIPA CAF Resource centre, Maastricht</i></p>
<b>15.00 - 15.30</b>	<b>Closure of the event</b> ( <i>Celebration of CAF users: n° 2000</i> )

## **C O N T A C T**

### **CAF Event Organiser**

Ministry of Administration and Interior  
Central Unit for Public Administration Reform

Mrs Steluța Bulăceanu  
Romanian National CAF Correspondent  
[steluta.bulaceanu@mai.gov.ro](mailto:steluta.bulaceanu@mai.gov.ro)

Miss Valentina Rusen  
[valentina.rusen@mai.gov.ro](mailto:valentina.rusen@mai.gov.ro)

Miss Luiza Miniosu  
[luiza.miniosu@mai.gov.ro](mailto:luiza.miniosu@mai.gov.ro)

Mrs Anca Mihailciuc  
[anca.mihailciuc@mai.gov.ro](mailto:anca.mihailciuc@mai.gov.ro)

Miss Oana Mindrut  
[oana.mindrut@mai.gov.ro](mailto:oana.mindrut@mai.gov.ro)

Mrs Gabriela Fetche  
[gabriela.fetche@mai.gov.ro](mailto:gabriela.fetche@mai.gov.ro)

Mr Gabriel Nastase  
[gabriel.nastase@mai.gov.ro](mailto:gabriel.nastase@mai.gov.ro)

+40 213 100 523

### **Scientific Organiser**

European Institute of Public Administration  
EIPA CAF Resource Centre  
Mr Patrick Staes  
Mr Nick Thijs  
Ms Ann Stoffels  
Ms Lena Heidler  
@:[Caf@eipa.eu](mailto:Caf@eipa.eu)  
+31 43 3296317

### **Location**

InterContinental Hotel  
4 nicolae balcescu blvd  
Bucharest, 010051