

## **Danube Governance Hub Forum - Establishing CAF Structures and Resource Centers**

*Vienna / 7th of November 2019*

*Location: Sky Lounge / University of Vienna / 12. OG (12th floor) / Oskar Morgenstern-Platz 1 / 1090 Vienna*

### **Target Group & Objectives**

This forum is designed for CAF correspondents and senior quality management experts in the public sector applying Common Assessment Framework (CAF) as a quality management tool and planning to build up CAF Resource Centres. This forum addresses the following key questions:

- What are the CAF structures, strategies, implementations and experiences in EU countries?
- How to build up CAF-Resource Centers?
- Which steps in Western Balkan countries need to be done to implement CAF and Quality Management?

### **Agenda**

7th of November 2019		
9.00	<b>Welcome Objectives &amp; Introduction of the participants</b>	Thomas Prorok, Philip Parzer, KDZ Centre for Public Admin. Research
9.20	<b>CAF structures in Europe</b> <ul style="list-style-type: none"> <li>• EUPAN – The European Public Administration Network</li> <li>• Tasks and responsibilities of CAF-Correspondents and CAF-Resource-Centers</li> <li>• The role of EIPA</li> </ul>	Thomas Prorok
10.00	<b>CAF-structures, responsibilities and strategies – country cases I</b> <ul style="list-style-type: none"> <li>- Slovenia, Ministry of Public Administration</li> <li>- North Macedonia, Ministry of Information Society and Administration</li> <li>- Poland, Chancellery of the Prime Minister</li> </ul>	Loredana Leon Marija Nikoloska Katarzyna Dudzik
10:45	Break	
11.00	<b>CAF-structures, responsibilities and strategies – country cases I</b> <ul style="list-style-type: none"> <li>- Portugal, Ministry of Finance</li> <li>- Austria, Ministry for Civil Service and Sports</li> </ul>	Cristina Evaristo Michael Kallinger
11.40	<b>Break Out Session – Success Factors in setting up CAF Resource Centres</b>	KDZ/ReSPA/Tomislav Micetic
12.40	Lunch	

13.40	<b>CAF implementation – insights and lessons learned</b> - Reflections on implementing steps and status quo	Philip Parzer, Goran Pastrovic
14.15	<b>ReSPA – Regional Quality Centre</b> - Tasks and activities of the regional QM Center	Goran Pastrovic, Slaven Bukarica,
14.30	<b>The professional external feedback procedure</b> - What is it, How to apply, How to set up a PEF Centre?	Thomas Prorok, Isabelle Verschueren, Belgium
15.00	Break	
15.20	<b>Break Out Session – CAF structures, What’s next?</b>	KDZ/ReSPA
<b>16.30</b>	<b>Sum Up – CAF Perspectives</b>	Thomas Prorok
<b>17.00</b>	<b>End of Forum</b>	