



CAF Common Assessment Framework

10 years of CAF

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CAF Resource Centre at EIPA - 2010

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- N° CAF users
- Potential CAF users
- Spreading CAF users per sector
- Sector oriented versions of CAF

2035 users widely spread in Europe and beyond

Italy 322 (350)	Spain 44	UK 7
Belgium 284 (300)	Greece 39 (72)	Latvia 6
Denmark 250	Slovakia 39	EU Institutions and EC 6
Poland 160	Romania 33 (54)	Ireland 5
Portugal 112	Switzerland 20	Sweden 5
Hungary 104	Cyprus 19	Russia 4
Austria 90	Bosnia-Herzegovina 18	Croatia 3
Norway 85	Estonia 18	China 2
Germany 68	France 16	Namibia 2
Czech Republic 64	Luxembourg 12	Netherlands 2
Dominican Republic 54	Lithuania 9 (10)	FYR of Macedonia 2
Slovenia 50	Bulgaria 8	Tunisia 1
Finland 50	Turkey 7	Serbia 1

Potential CAF users

In many countries, public organisations express a big interest in CAF
e.g.

- France: 22 regions and 100 county fire and rescue services are inspired by several best practices
- Lithuania: Thirty state and six municipal institutions are planning to implement CAF till 2015

Spreading CAF users per sector

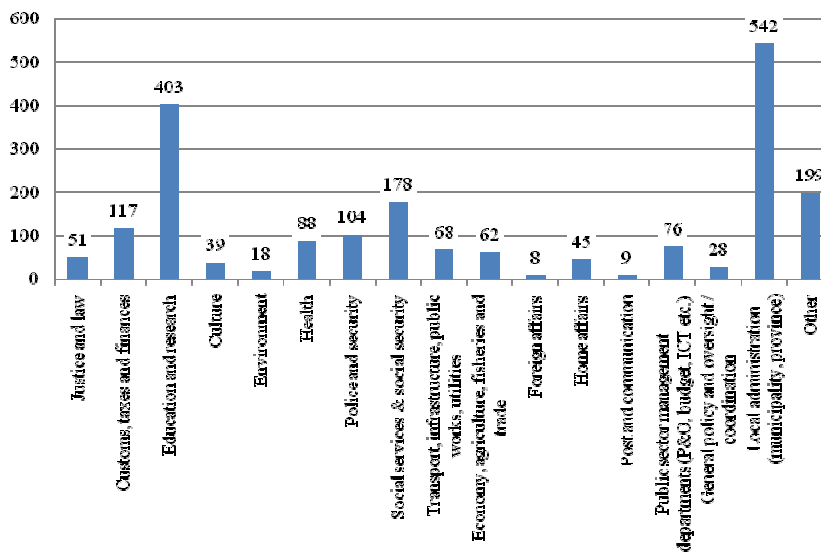


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Part 2: the actions undertaken at European level and in the Member States

1998

Agreement on the construction of the CAF within the EUPAN network

2000

Launch of the CAF at the 1st European Quality Conference in Portugal

2001

Creation of the European CAF Resource Centre at EIPA-Maastricht

2002

Launch of the reviewed CAF 2002 model at the 2nd European Quality Conference in Denmark

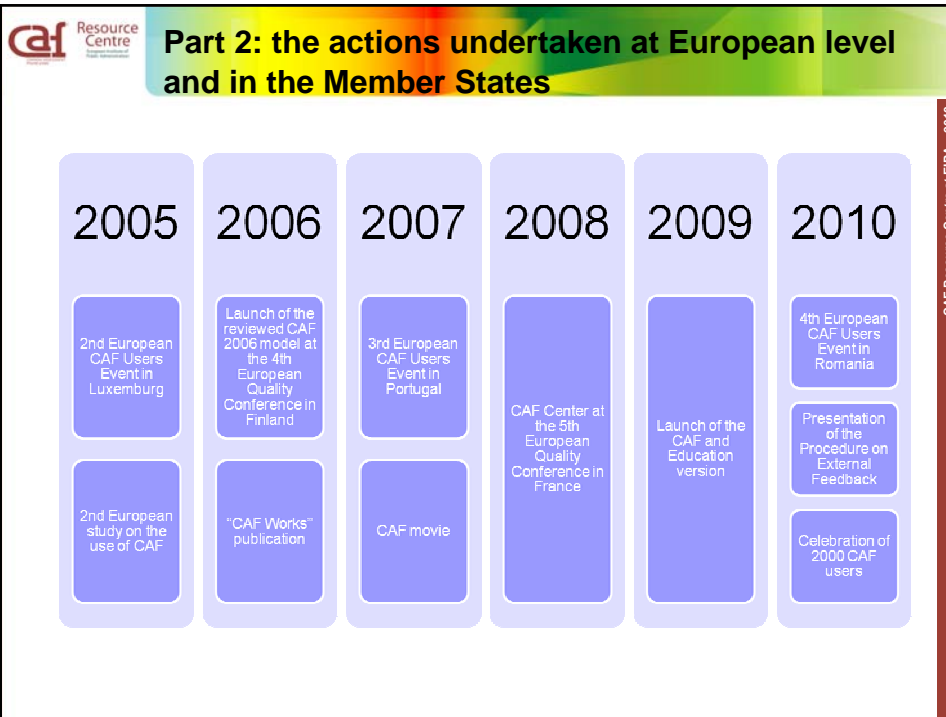
2003

1st European CAF Users Event in Italy

1st European study on the use of CAF

2004

CAF Master Class at the 3rd European Quality Conference in The Netherlands



- Major CAF related activities and tools in MS**
- CAF brochures in 20 languages
 - Special guidelines and worksheets
 - Electronic application and evaluation tools e.g. Denmark, Germany, EIPA, Romania
 - CAF training in 20 countries
 - 1 bench learning project amongst 4 countries
- CAF Resource Centre at EIPA - 2010
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Major CAF related activities and tools in MS

- Individual advice and coaching in 14 countries
- Quality programmes, conferences and awards in different countries like Greece, Estonia, Italy and Slovakia
- CAF versions for specific sectors e.g. CAF and Justice in Italy and Denmark, CAF and local administrations in Belgium and Czech Republic, CAF for education in Belgium, Denmark and Portugal

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Part 3: The evolution of CAF since the turn of the century

First phase: the launching of CAF in 2000 : CAF as a self-assessment tool to introduce TQM in the European public sector.

Second phase: The revision of 2006 : CAF as an instrument for effective improvement.

Third phase: the development of the 8 principles of Excellence in the context of the PEF in 2010: CAF as way forward to a mature excellent organisation

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Part 4: Three major questions

- Evolutions in reasons for using CAF
- CAF's position amongst other TQM models
- The impact of CAF

Evolution in Reasons for using CAF

- **CAF evaluation 2005**
 - the two most important: identifying strengths and areas for improvement, and developing sensitivity to quality issues
 - the two less important: budgetary reasons and cuts in the number of staff



Is there a shift in the reasons for using the CAF?

e.g. Finland: high quality services was the buzzword at the beginning of this century, concentrating on what is essential is the motive at the end

CAF first level?

CAF and EFQM :

- Partnerships at Europe and at national level: e.g. Memorandum of understanding
- Bridge between PEF and recognitions schemes of EFQM

CAF and ISO : CAF in ISO or ISO in CAF ?

CAF and BSC: Complementary or not ?

- Public administrations use CAF in the context of their continuous improvement

To what extent do they stay within the traditional frameworks of the public sector?



Are they really changing the nature of their organisations towards TQM integrating the principles of excellence in their daily functioning?

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Part 5: a glimpse of the future

- a new in-depth study of CAF in 2011
- develop sector oriented versions of CAF
- further support for the implementation of the 8 principles of excellence
- strong cooperation amongst MS and between the MS and the CAF RC

One more thing

An improvement

A new impulse

A leverage to Excellence

“PEF”

The CAF
External Feedback
Procedure

Thanks for your attention!

Contact

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