



Department of Public Administration



*Italian Presidency of the Council
of the European Union*



**European CAF Event
“Self-Assessment and Beyond”
Rome 17 –18 November 2003**



Organized by Formez, Technical Agency for the Promotion of CAF-Italy, within Governance Project



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Palazzo Taverna via Monte Giordano, 36**

PROVISIONAL PROGRAMME

17 November 2003	
13.30	Registration of participants
14.30	
Welcome and opening Luigi Mazzella - Italian Minister of Public Administration	
<i>Chairperson: Carlo D’Orta – Head of Department of Public Administration</i>	
15.00 – 15.15	Presentation of the CAF General framework of the CAF <i>Speaker: Austria – Elisabeth Dearing</i>
15.15 – 16.00	Presentation of the study: “The use of the CAF in European Public Administrations”. The results of the study will help to develop a better understanding of the framework conditions under which the CAF can be a helpful tool of the self-assessment and starting point for benchmarking activities between the European Administrations. <i>Speaker: EIPA – Christian Engel</i> <i>Open discussion</i>
16.00 – 16.30	Main points for discussion: introduction to parallel sessions <i>Speaker: Belgium – Patrick Staes</i>
16.30	Coffee break

17.00 – 18.30	<p>Parallel sessions: first round Chairpersons: Introduction to the workshops and expected results</p>
<p><i>Session 1 - National strategies for implementing the CAF: dissemination, promotion and assistance</i></p>	
	<p>The needs to build support, its adaptation to specific environments and possible common strategies of support. The session is targeted to participants of national technical agencies that are promoting the use of the CAF as driver for change. <i>Chairperson: Denmark – Jens Henning Ravnsmed</i></p> <p><i>Speakers:</i></p> <ul style="list-style-type: none"> ▪ Denmark: Dissemination of the CAF, a presentation of the Danish KVIK project - <i>Hanne Dorthe Sørensen and Jens Qvesel</i> ▪ Germany: Approach to implement the CAF - <i>Vera Silke Saatweber</i> ▪ Finland : The dissemination of the CAF by the assessment processes for the QC's - <i>Dr. Kirsi Levä</i> ▪ Italy: Promoting the CAF and assisting its implementation in public administrations - <i>Germano Cipolletta</i>
<p><i>Session 2 – CAF- The self-assessment process: lessons learned</i></p>	
	<p>The organisational set-up, the role of the CAF project manager and the methods to 'build consensus' are essential to promote and implement the CAF model correctly. The session is targeted to administration who implemented or who are willing to implement the CAF. <i>Chairperson: Estonia - Juhani Lemmik</i></p> <p><i>Speakers:</i></p> <ul style="list-style-type: none"> ▪ EIPA: The experience in assisting national implementations - <i>Christian Engel</i> ▪ Belgium: Lessons learned on the scoring system - <i>Patrick Staes</i> ▪ Germany: Self-assessment and beyond? The lessons learned in the Police Headquarters Münster – <i>Hubert Wimber</i> ▪ Slovenia: How to support individual organizations in the self-assessment process by training and consulting – <i>Polona Kovač</i> ▪ France: The role of CAF in the modernisation of the Court of Appeal of Paris <i>Brigitte Georgel</i>
<p><i>Session 3 - CAF as a first step towards a TQM strategy</i></p>	
	<p>The follow-up of the CAF: learning by using the CAF, developing improvement action plans, planning and implementing TQM strategies. The session is targeted to participants of administrations who already introduced the CAF. <i>Chairperson: Austria - Sylvia Archmann</i></p> <p><i>Speakers:</i></p> <ul style="list-style-type: none"> ▪ Austria: Municipality of Salzburg, learning by using the CAF several times – <i>Michael Haybäck, Klaus Hinterberger</i> ▪ Belgium: Agency on Unemployment (RVA), learning by using the CAF several times – <i>Karel Baeck</i> ▪ Estonia: The Public Sector Quality Award Pilot Project based on the CAF – <i>Karin Närep</i> ▪ European Public Quality & Benchmarking: Methodology CAF-Benchmarking - <i>Jean Marc Dochot</i>

Session 4 - The relationships between the CAF and the other TQM tools

	<p>The links among the CAF and the other tools of assessment generally used by public administrations in Europe. The session is targeted to all administrations interested in total quality management implementation. <i>Chairperson: Germany – Armin Liebig</i></p> <p><i>Speakers:</i></p> <ul style="list-style-type: none"> ▪ Austria: City of Vienna, CAF and BSC – <i>Eva Sejrek, Manfred Fasching</i> ▪ Speyer: Linking of the CAF and other management tools – <i>Helmut Klages</i> ▪ Italy: VIC, self-assessment as a start for organizational change - <i>Bruno Dente</i> ▪ EFQM: EFQM and CAF- possible synergies - <i>Jack Hudson</i>
18.30	End of the first day
20.30	Social Dinner

18 November 2003	
<i>Chairperson: Pia Marconi, Director Office for Innovation in Public Administration Department of Public Administration</i>	
9.00 – 9.45	<p>Presentation of the study: “National strategies for implementing the CAF”</p> <p>The results of the study will help to develop a better understanding of how the use of the CAF has been promoted and supported as a driver for change. <i>Speaker: Formez - Carlo Flamment</i></p> <p><i>Open discussion</i></p>
Parallel sessions : second round	
10.00 – 11.30	<p>Presentations and discussion</p> <p>Formulation of 3/5 points of recommendation to be reported in the plenary session</p>
11.30 – 12.00	Coffee break
Plenary session - 12.00 – 13.30	
	<p>Reporting from the parallel sessions, guidelines and proposals: each chairperson of the parallel sessions will report the main results of the debate</p> <p><i>Open discussion</i></p>
Closing	