



ReSPA

Regional School
of Public Administration

1st ReSPA REGIONAL CAF CONFERENCE

“Improving the functioning of the public sector”

29-30 January 2013

Danilovgrad, Montenegro

PROGRAMME



Background

The Common Assessment Framework (CAF) is a result of co-operation among the EU Ministers responsible for Public Administration. A pilot version was presented in May 2000 and revised versions were launched in 2002 and 2006. Recently the CAF 2013 was launched. The European CAF Resource Centre was created at the European Institute of Public Administration (EIPA) in Maastricht following the decision of the Directors General in charge of public service. It works in close cooperation with the network of CAF national correspondents.

The CAF is an easy-to-use, free tool to assist public-sector organisations across Europe in using quality management techniques to improve performance. The CAF is a total quality management (TQM) tool; it provides a self-assessment framework which is conceptually similar to the major Total Quality models, in particular the Excellence Model of the European Foundation for Quality Management (EFQM), but which is especially designed for public-sector organisations, taking into account their characteristics.

Over the past 10 years, nearly 3000 public sector organisations all over Europe have used the model and the number of CAF users is still growing. Highly appreciated in the CAF implementation is the involvement of staff. CAF is a joint project for management and staff and very often CAF is the first occasion in which management and staff meet to discuss the state of affairs of the organisation and the options for the future in order to improve efficiency and effectiveness. Since three years ReSPA is organising trainings on introducing the CAF principles and ways of working in public sector organisations in the Western Balkan region.

This conference is an initiative of ReSPA, in cooperation with and supported by the European CAF Resource Centre at the European Institute of Public Administration (EIPA – Maastricht).



Objectives and Content

This 2 day Regional CAF Event aims at presenting CAF practices from public sector organisations from the region and from Europe in general. It focuses on spreading practical insights and lessons learned between CAF users and potential CAF users.

This event wants to create a platform of learning from each other and discussing strong points, difficulties, practical challenges and barriers. This event is a unique opportunity to network between colleagues in order to face some common questions and challenges, to have the latest update on the CAF model, in combination with state of the art case presentations of the use of the CAF and the added value in public sector organisations.

ReSPA organised several CAF trainings together with the European CAF Resource Centre in EIPA (Patrick Staes and Nick Thijs) in the past. This event is also a follow-up for the participants attending these trainings. It is a moment to discuss their efforts with their colleagues. What they have done? How they did this? What difficulties they had to overcome and how to learn from each other?

Location

The programme will be organised in the ReSPA premises in Danilovgrad (Montenegro) on 29 and 30 January 2013.

Working Language

The seminar will be conducted in English and simultaneous interpretation will be provided subject to a minimum number of participants requiring translation, please indicate the level of your English skills on the registration form.

Target Group

This event is a follow-up moment for participants that have attended the CAF trainings organised by ReSPA in the past and in particular people having an in-depth interest in learning more about the CAF, with the aim of supporting their organisation in applying it. The maximum number of participants is 49.



Speakers

- SUAD MUSIC: ReSPA Director
- AQIM EMURLI: *ReSPA Training Manager*
- PATRICK STAES: *Head of the CAF Resource Centre at EIPA*
- NICK THIJS: *Lecturer at EIPA*
- *To be defined: European Commission – DG Enlargement*
- JAN SLEDESENS: *Manager - Local Centre for Social Welfare of Grobbendonk (Belgium)*
- RENATA SADZEVICIUTE: *Head of Personnel Division Unit of the Office of the Prime Minister (Lithuania)*
- HALINA STACHURA-OLEJNICZAK: *Director General at the office of the Mazowieckie Province Governor (Poland)*
- FATMIR DEMNERI: *Director of Training Institute of Public Administration (Albania)*
- ZVONKO OBRADOVIĆ: *Director Business Registers Agency (Serbia)*
- KARMEN KERN-PIPAN: *Secretary Metrology Institute Ministry of Economic Development and Technology (Slovenia) (To be confirmed)*
- JAHJAH JAHIJA: *State Secretary, Ministry of information society and administration (Republic of Macedonia)*
- HYSNI VESELI: *Chief Executive Officer of KIPA (Kosovo*¹)*
- HAMIT QERIQI: *Head of Department at KIPA (Kosovo*)*

¹ This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence



DRAFT TRAINING PROGRAMME

Day 1- 29 January 2013

- 08.30 - 09.00 **Registration of participants**
- 09.00 - 09.15 **“Welcome and introduction”**
SUAD MUSIC & AQIM EMURLI: ReSPA Director & ReSPA Training Manager

Part I: Strengthening the public sector by working on quality management

- 09.15 - 10.00 **“Working on quality in 21st century public sector organisations”**
PATRICK STAES & NICK THIJS: European Institute of Public Administration (EIPA)
- 10.00 - 10.30 **“Quality management and capacity building for the Western Balkan region”**
Expectations and modalities for capacity building in the Western Balkans
European Commission – DG Enlargement (speaker too be defined)
- 10.30 - 11.00 Coffee break

Part II: Lessons learned on the process of CAF implementation

- 11.00 - 11.45 **“Better results for the Prime Minister’s Office by using CAF”**
RENATA SADZEVICIUTE: Head of Personnel Division Unit of the Office of the Prime Minister (Lithuania)
- 11.45 - 12.15 **“Building a sustainable quality approach using CAF in the Ministry for Information Society and Administration”**
JAHJ JAHJJA: State Secretary, Ministry of information society and administration (Republic of Macedonia)
- 12.15 - 12.30 **Discussion and questions on the process of implementation**
- 12.30 - 14.00 *Lunch and networking moment*



Part III: Working on Improvement – from self assessment to improvement plans

14.00	-	14.30	Defining Training Quality Standards: Using CAF as self assessment tool in the Albanian Training Institute for Public Administration (TIPA) <i>FATMIR DEMNERI: Director of Training Institute of Public Administration (Albania)</i>
14.30	-	15.00	CAF in the Kosovo² Institute of Public Administration (KIPA) <i>HYSNI VESELI: Chief Executive Officer of KIPA and HAMIT QERIQI: Head of Department at KIPA (Kosovo*)</i>
15.00	-	15.30	Coffee break
15.30	-	16.30	“Introducing a culture of change with CAF on the local level: Bottom-up and leadership” <i>CAF in the Local Centre for Social Welfare of Grobbendonk (Belgium)</i> <i>JAN SLEDESENS (Centre Manager) & NICK THIJS, Lecturer at EIPA</i>
16.30	-	17.00	Concluding discussions
19.00	-		Social dinner

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Day 2- 30 January 2013

09.00 - 09.30 **“Preparing for the future: the headlines of the new CAF 2013”**
PATRICK STAES, EIPA

Part IV: CAF Leading to results

09.30 - 10.15 **“From strategy to results”**
Towards result orientation by managing by objectives & annual action planning

HALINA STACHURA-OLEJNICZAK: Director General at the office of the Mazowieckie Province Governor (Poland)

10.15 - 10.45 **“A users oriented approach in the Serbian Business Registers Agency”**

ZVONKO OBRADOVIĆ: Director Business Registers Agency (Serbia)

10.45 - 11.15 *Coffee break*

11.15 - 11.45 **“The Quality Journey in the Metrology Institute – Ministry of Economic Development and Technology and the Slovenian National Quality Award ”**

KARMEN KERN-PIPAN: Secretary Metrology Institute Ministry of Economic Development and Technology (Slovenia) (To be confirmed)

11.45 - 12.15 **Building a CAF Strategy on organisational - national - regional level”**

NICK THIJS, Lecturer at EIPA

12.15 - 12.30 **Conclusions and end of the seminar - ReSPA**

12.30 - *Closing lunch*

