

# DANUBE GOVERNANCE HUB FORUM

## *Establishing CAF Structures and Resource Centres and ReSPA Quality Management Working Group Meeting*

**7-8 November 2019, Vienna, Austria**

Venue for 7 November 2019: Sky Lounge / University of Vienna / 12. OG (12th floor) / Oskar Morgenstern-Platz 1 / 1090 Vienna

Venue for 8 November 2019: TBD

### Target Group & Objectives

Within the framework of the BACID II project financed by the Austrian Development Agency, ReSPA and KDZ Centre for Public Administration Research is implementing measures to strengthen quality management in the public sector in the Western Balkans countries.

To deepen and further develop practical knowledge in the field of Quality Management with the Common Assessment Framework we invite you to the “CAF Danube Governance Forum – Establishing CAF Structures and Resource Centres” which will take place on 7th of November 2019, 09:00-17:00 in Vienna.

Within this Forum and together with the CAF responsible persons from Western Balkan countries we would like to offer a platform for knowledge exchange and networking of QM experts in public sector organisations.

In this expert forum we would like to concentrate on the following questions:

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

Please register for taking part in the forum till 15<sup>th</sup> of October 2019 via following registration link:  
<http://kdz.eu/de/content/registration-danube-governance-forum-2019>

The second day of the event (8 November 2019) will be designated to obtain the latest information about the developments in CAF 2020, as well as to discuss about the state of art of CAF implementation in the Western Balkan region and follow up opportunities to BACID II project.

## AGENDA

### Day 1 – Thursday, 7 November 2019

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9.00	<b>Welcome</b> <b>Objectives &amp; Introduction of the participants</b>	Thomas Prorok, Philip Parzer, KDZ Centre for Public Admin. Research
9.15	<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>➤ Austria, Ministry for Civil Service and Sports</li> <li>➤ Slovenia, Ministry of Public Administration</li> <li>➤ North Macedonia, Ministry of Information Society and Administration</li> <li>➤ Portugal, Ministry of Finance</li> <li>➤ Greece, Ministry of Administrative Reconstruction</li> </ul>	Michael Kallinger Loredana Leon Katarzyna Dudzik Marija Nikoloska Cristina Evaristo Christos Kokkalas
10:45	Break	
11.00	<b>CAF-structures, responsibilities and strategies – country cases II</b> <ul style="list-style-type: none"> <li>➤ Austria, Slovenia, North Macedonia, Portugal, Greece</li> </ul>	
12.30	<b>Lunch</b>	
13.30	<b>CAF implementation – insights and lessons learned</b> <ul style="list-style-type: none"> <li>➤ Reflections on implementing steps and status quo</li> </ul>	KDZ/ReSPA/Tomislav Micetic
14.00	<b>ReSPA – Regional Quality Centre</b> <ul style="list-style-type: none"> <li>➤ Tasks and activities of the regional QM Centere</li> </ul>	Goran Pastrovic, Slaven Bukarica, ReSPA
14.30	<b>The professional external feedback procedure</b> <ul style="list-style-type: none"> <li>➤ What is it, How to apply, How to set up a PEF Centre?</li> </ul>	Thomas Prorok, Isabelle Verschueren, Belgium
15.00	Break	
15.15	<b>Break Out Session – Which prerequisites are to be fulfilled and activities to be set to become a PEF-organizer?</b>	KDZ / ReSPA
16.30	<b>Sum Up – CAF Perspectives</b>	Thomas Prorok
17.00	<b>End of Forum</b>	

## Day 2 - Friday, 8 November 2019

Venue for 8 November 2019: TBD

10.00	<b>Registration</b>	
10:10	<b>Welcome and introduction with the meeting objectives</b>	Goran Pastrovic
10:20	<b>Discussion on received inputs received from participants</b> <ul style="list-style-type: none"> <li>➤ Follow up activities to CAF pilots and RESPA QM/BACID II</li> <li>➤ State of the art in CAF implementation – general trends</li> </ul>	Goran Pastrovic
10.40	<b>Discussion on received inputs received from participants &amp; Working group exercise</b> <ul style="list-style-type: none"> <li>➤ State of play in CAF users related countries (which organizations, contact info) / brief discussion - 20 min</li> <li>➤ Design of project fiche based on received proposals</li> </ul>	Goran Pastrovic and ReSPA Programme Managers
<b>11.30</b>	<b>Coffee break</b>	
12.00	<b>Working group exercise</b> <ul style="list-style-type: none"> <li>➤ Design of project fiche based on received proposals</li> </ul>	Goran Pastrovic, Thomas Prorok and ReSPA Programme Managers
13.00	<b>Presentations of 5 project fiches</b> <ul style="list-style-type: none"> <li>➤ Each national team (10 minutes each)</li> </ul>	
14.00	<b>Discussion on received inputs received from participants</b> State of play in CAF users related countries (which organizations, contact info) / brief discussion - 20 min <b>Presentation of Draft / initial steps towards CAF 2020</b>	Goran Pastrovic, Thomas Prorok
15.00	<b>End of meeting</b>	