

## **Third Annual Meeting of Regional Quality Management Centre (RQMC)**

**ResPA premises, 26th February 2024**

The third Annual Meeting of the Regional Quality Management Centre (RQMC) will gather members of the CAF Network, members of PEF Network – EFACs who were engaged in the implementation of PEF Procedures in 2023, and the RQMC Secretariat of ReSPA. It aims at providing an overview of implemented programme activities in the period December 2022 to February 2024, as well as presenting the Annual Priority Activities for 2024. Implemented and planned activities will relate to activities within BACID III Project for 2024, and other programme activities envisaged for the Quality Management thematic area in 2024 (out of the EC Grant 2023-2025). Additionally, the meeting will include the session related to the insights into the implemented and ongoing PEF Procedures from organizational and technical point of view aiming at achieving bigger efficiency while keeping the required technical quality.

**Therefore, the meeting will be organized as the half day meeting that will include following topics:**

- 1. Implemented Programme activities in the period December 2022 to February 2024,**
- 2. Annual Priority Activities for 2024 ,**
- 3. Implementation of PEF Procedures in 2023 – toward more efficient PEF Procedure**

The meeting of entire PEF Network is scheduled for 13<sup>th</sup> of March (please refer to the text box).

### **1.Implemented Programme activities in the period December 2022 to February 2024**

The participants will get the report with activities implemented in the period December 2022 – February 2024 within BACID III Project and activities implemented pertaining to quality management thematic (QM) area of work in ReSPA. The accomplishments, challenges and lessons learned will be exchanged and discussed with the attendees.

The information will be shared about the reconstruction of Service Delivery working group that from January 2023 includes Quality Management sub group and Digital Transformation sub group.

### **2.Annual Priority Activities for 2024**

The remaining activities from BACID III Project will be implemented until the end of 2024. Participants will be informed on the planned activities, the envisaged time of the implementation and on other QM planned activities connected with RQMC including joint activities with EIPA CAF Resource Center.

### **3.Implementation of PEF Procedures in 2023 toward more efficient PEF Procedure**

This session will capture:

- Main insights from the experience of organizing PEF Procedure throughout 2023 – towards more efficient PEF Procedure (ReSPA/RQMC and KDZ Austria)
- Exchange of experiences and lessons learned for improving the PEF Procedure (EFACs engaged in the PEF Procedures in 2023, KDZ Austria expert, ReSPA)
- Information about revision of the PEF Procedure within EU Working Group (ReSPA/RQMC, KDZ Austria)

Both, the Memorandum on Establishment and Operation and Rules and Procedures Governing the Organisation and Operation of the RQMC (RoP), determine the existence of PEF Network in lieu with the authority given to ReSPA to implement PEF Procedure.

According to RoP, PEF Network (the network of External CAF Feedback Experts, i.e EFACs) shall mean the network of all EFACs in the Western Balkans responsible for implementing the CAF External Feedback Procedure in their administrations and broader<sup>1</sup>. Additionally, PEF Network is a working body of RQMC with the representation from all Members of the Center; with maximum up to six members per administration<sup>2</sup>, which shall regularly attend the Coordination meetings (Annual meeting) of the Center as well as other relevant activities organized in the framework of the Center.<sup>3</sup>

Three editions of training of CAF External Evaluators (EFACs) that were implemented in 2021, 2022 and 2023 resulted with the number of 31 EFACs, civil servants employed in ReSPA Members, at the end of 2023. These EFACs are gathered in the PEF Network of RQMC<sup>4</sup>. The list of all EFACS is attached.

Given the number of the members of the entire PEF Network, the attendance to the Annual meeting that are held in person cannot be assured in effective and efficient manner.

In order to conduct the annual meetings effectively (when organized in person) and for assuring that all EFACs are fully informed about the functioning of RQMC, the materials from Annual RQMC, i.e. Annual Report of RQMC and Annual priorities for 2024, will be shared with all EFACs while only the EFACs who were engaged in the PEF Procedure will attend the Annual meeting and be actively involved in the session related to PEF Procedure.

The conclusions from the Annual meeting including the conclusions from the session of EFACs will be also shared at the **online meeting of PEF Network on 13th March**. Additionally, at the meeting of PEF Network, selected topics from the PEF procedure will be further elaborated and discussed with aim to increase the knowledge of EFACs on technical aspects of the implementation of the PEF Procedure. The Agenda for this meeting will be shared prior to the meeting.

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<sup>1</sup> Article 2, point e.

<sup>2</sup> Article 8, item 4.

<sup>3</sup> Article 13, item 7.

<sup>4</sup> There are other 3 certified EFACs from Kosovo\* and two other certified experts not civil servants.

## I. Draft Agenda of the Annual Meeting

9.00	-	9.15	<p><b>Welcome and introduction to the purpose of the meeting</b></p> <ul style="list-style-type: none"> <li>Maja Handjiska Trendafilova, <i>ReSPA Director</i></li> </ul>
9.15	-	10.00	<p><b>Programme activities implemented in 2023</b></p> <p>Implemented activities - achievements, challenges and lessons learned</p> <ul style="list-style-type: none"> <li><i>Olivera Damjanovic, Programme Manager, Philip Parzer KDZ, Austria</i></li> </ul> <p><i>Followed by questions, answers and discussion</i></p>
10.00	-	10.30	<p><b>Annual Priority Activities for 2024</b></p> <p>Planned activities for 2024</p> <ul style="list-style-type: none"> <li><i>Olivera Damjanovic, Programme Manager, Philip Parzer KDZ, Austria</i></li> </ul> <p><i>Followed by questions, answers and discussion</i></p>
10.30		11.00	<p><b>Coffee break</b></p>
11.00	-	12.30	<p><b>Implementation of PEF Procedures in 2023 and envisaged work with PEF Network (pool of experts)</b></p> <p>PEF Procedures:</p> <ul style="list-style-type: none"> <li>Implementation in 2023, insights into the organizational and technical aspects <i>ReSPA, KDZ Austria</i></li> <li>Exchange of experiences and lessons learned <i>EFACS engaged in 2023</i></li> <li>Information about the revision of the PEF Procedure within the EU Working Group <i>ReSPA RQMC, KDZ, Austria</i></li> </ul> <p><i>Followed by questions, answers and a discussion</i></p>
12.30	-	12.45	<p><b>Wrap up</b></p> <p><i>Olivera Damjanovic, ReSPA</i></p>
13.00		14.30	<p><b>Lunch</b></p>