

# LATEST DEVELOPMENTS WITHIN THE CAF NETWORK

CAF National correspondents meeting,  
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*summarized by  
Greta Hrehova*





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## Belgium

Isabelle Verschueren, CAF national correspondent

- dissemination and translation of the OECD publication among Belgian quality network and the organisational development network
- analysis with Price Waterhouse Cooper about the link of ISO and COSO
- training for high school and the ministry of defence
- development of a Sharepoint with the Belgian quality network to share CAF related documents and contact points



## Bosnia and Herzegovina

Kenan Avdagić, CAF national correspondent

- more than 25 institutions have implemented CAF at all administrative levels so far
- 1 organization received the ECU Label (April), and two are in the procedure for the next period
- EFAC evaluators were trained as part of the work with ReSPA
- CAF is being implemented in several local governments (partner: UNDP)



## Croatia

Tomislav Mičetić, CAF national correspondent

- 6/2023 - Government of Republic of Croatia adopted overarching policy for public administration quality management system - *Guidelines for Quality Management in Public Administration* that are also published in the Official Gazette
- 6/2023 - 2. annual PA QM hybrid conference organized by Ministry of Justice and Public Administration
- 6/2023 - Finalization of ESF project "Introduction of Quality Management System in Croatian Public Administration"
- 6/2023 - New contract signed for eSUK IT system maintenance and upgrade
- 9/2023 - Starting of further multicountry development of methodologies for CAF criteria 6.1. and 7.1. with TSI 2023 multicountry project
- 10/2023 - updating and starting new training modules (supported by National School for Public Administration)

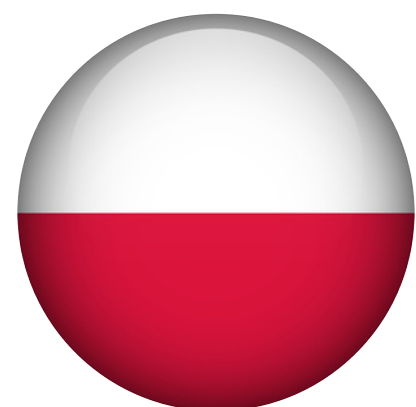


## Italy

Sabina Belotti, CAF national correspondent

### Innovation Lab

- 2022 - Puglia Region participated in a pilot about integrated strategic programming aimed at creating value for society, called Innovation Lab, promoted by the Public Administration Department and implemented by FormezPA
- Integrated Activity and Organization Plan (PIAO) is mandatory by law since 2022 for each public sector organization, apart from schools
- Puglia Region decided to launch an initiative to spread the model among some municipalities with the dual objective of promoting the spread of a common language on performance management issues and launching a discussion on a "supply chain PIAO" related to policies relevant for specific territories
- municipalities of Bari, Bisceglie, Manduria, and Trani have expressed their interest
- Presentations and discussions are currently underway



## Poland

Katarzyna Dudzik, CAF national correspondent

- **Public Management Forum** - project aimed at supporting the efficiency of management of public sector units in Poland (partner: National School of Public Administration in Warsaw )
  - **4/2023** - session on how to systemically improve the use of the knowledge resource in public administration
  - **6/2023** - session on how to create the organisational culture of a modern office
  - **"Open your eyes - see organisational culture through the CAF model"** - workshop led by Polish EFA Sławomir Wysocki
- **dissemination of the OECD study**
- **promotion of good practices implemented in Polish offices through a series of dedicated webinars (2 more scheduled for October and December)**
- **CAF topics have been included in the training courses offered by NSPA**
- **starting to work on new electronic version of the platform for CAF experts**
- **presenting Poland's experiences in promoting and applying the CAF during the Eastern Partnership Academy on 'Quality Management Systems and Culture', organised by SIGMA/OECD**
- **testing the new CAF eTool designed by EIPA**



## Slovakia

Greta Hrehova, CAF national correspondent

- in line with PDCA cycle was conducted a survey on how are the users satisfied with CAF website, consequently corrective actions were taken
- organization of series of workshops for municipalities with focus on employee life cycle
- integration of QMS - integration of all ideas for improvement and detected discrepancies in one Action plan
- supporting 9 public administration organisations in CAF implementation with free of charge trainings
- supporting organizations in second CAF implementation
- 10.10.2023 - National Conference on Quality and CSR



## Slovenia

Loredana Leon, CAF national correspondent

- 24 public organizations have implemented CAF by the end of September
- CAF PEF procedure has been implemented in 6 public organizations in 2023 - involving 13 EFACs, to whom have been organized an extra 2-days trainings
- October 26, 2023 - final event of the project will be organized, combining a workshop and an award ceremony for CAF users 2023

**After all we are still  
CAF believers**

