

CAF as entry-point for reforming the public administration: EU priorities curved in CAF

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Annual meeting of the Bulgarian CAF users

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EIPA

European
Institute of
Public
Administration

THE PROMOTION CENTER

To offer a permanent basis for the promotion of good practices and the development of the CAF.

THE DATA AND DISEMINATION CENTER

To be a reference point for the dissemination and collection of CAF information and expertise.

THE EXPERT AND SUPERVISORY CENTER

To be an expertise center for supervising CAF applications.

THE SUPPORT AND AWARENESS RAISING CENTER

To create awareness and support quality management in the EU countries.. To ensure a harmonized PEF procedure for ECU labels.

Head of the CAF Resource Centre: Ms Gracia Vara Arribas



A BIT OF HISTORY

In 2004 the CAF RC at EIPA was evaluated and a vision for the future was drawn up

EIPA CAF RESOURCE CENTRE

Our Services

Information Centre

Access: To our database and best practices

Updates: We publish a quarterly newsletter "CAF SPEAKUP" to inform the CAF network on news and upcoming events

EIPA in Conversation With: We debate in lively conversations with CAF experts to share best practices

A Network of Networks

Environment: Through the EIPA CAF RC we are in contact with international bodies like the European Commission, EUPAN, national and regional administrations, EU agencies and others, to enrich the CAF network with knowledge and experience

Daily Work: We support the CAF network of national correspondents by assisting them, coordinating meetings and promoting the use of CAF in a cooperative environment

Expert Centre

Rely on our Experts: We provide training and consultancy services on demand

Rely on our Researchers: We carry out research on the use of the model in Europe and beyond

Rely on our Project Managers: We support agenda coordination under the Council presidencies in the area of CAF

Data and Dissemination Centre

Our Strength: We host the European data base of CAF users and the collection of best practices since the model was launched in 2001.

Always on Track: We maintain and update the CAF users database and good practices , in close coordination with the CAF national centres

Reach us Everywhere: We develop capacity building actions and train staff for the implementation of CAF in a harmonised and consistent manner in the different countries

The external feedback procedure



The EU CAF RC web page

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European CAF Resource Centre

The European Common Assessment Framework Resource Centre (EU CAF RC) was created

CAF Resource Centre
European Institute of Public Administration

CAF MAIN PURPOSES



UNIQUENESS

To reflect the unique features of public sector organizations.



EXCELLENCE

To serve as a model with integrated tool for public administrators who want to improve their organization.



COMMUNICATION

To act as a bridge between the various models in use in quality management.



BENCHMARKING

To facilitate benchmarking between public sector organizations

The CAF constitutes a blueprint in performance orientation. It is a representation of all aspects that must be present in the proper management of an organization in order to achieve satisfactory results.

CAF boost

- Participatory Leadership
- Transparency
- Effectiveness
- Professionalism
- Customer/user/citizen`s & employee orientation & engagement

Instead of corruption, crime, unethical behavior, self-sufficient public administration

Focus areas

CAF 2020 provides the necessary expertise on the following areas.

Digitalization

Agility

Sustainability

Diversity

Innovation



EU priorities?

- Buzzwords or call for action?
- SDGs – less than 8 years left...and where do we stand?
- Fit for the digital age?



Efficient public administration – EC Thematic objective 11

„The objective is to create institutions which are **stable and predictable**, but also **flexible enough** to react to the many **societal challenges**, open for **dialogue with the public**, able to introduce **new policy solutions** and deliver **better services**. The investment in the **structures, human capital and systems** and **tools** of the public sector is oriented towards more efficient **organisational processes, modern management, motivated and skilled civil servants**.“

Source: https://ec.europa.eu/regional_policy/en/policy/themes/better-public-administration/

CAF as entry point for EU priorities

- CAF Actions structured around strategic planning (and if no strategy in place – to be prioritised in the CAF Action Plan)
- CAF action plan follow-up & monitoring
- Continuous investment in man/woman – power & capacity building
- CAF Consultants, Effective CAF Users – PEF – EFAQS to contribute to the effectiveness of (next) CAF cycle
- Citizens/Client Satisfaction Management: citizen-centric public services
- Social Responsibility and Green Deal
- Digital & Accessible (nobody to be left behind)
- Partnerships for progress: coordination and collaboration with NGOs

Focusing on CAF Action plan and EU priorities from day 1!

Role of CAF consultants

- Focusing, narrowing down, and addressing EU priorities in CAF action trainings, consensus and prioritization of actions
- Supporting the CAF users in follow-up actions
- Advocating at decision-making levels in the organization



Role of the CAF Correspondent

- Regular meetings & exchange with CAF consultants
- EU CAF Resource Centre:
EU CAF Correspondents Network, promotion, scale-up of best practices, networking & advocating



Needed framework

- Positioning QM function in organisational structure
- Based on lessons learned: **systematic country plan** to move forward (bravely!), including political buy-in, coordination committee, inter-institutional work among CAF users, and full use of **new CAF** insights, including agile management and human centered-design.

IPA funding over?

- Applying for next IPA cycle
- Checking the stakeholder maps & partner up!
- Working on the country level with trained & experienced CAF consultants

European CAF Resource Centre - EIPA

eipa.eu/caf-resource-centre/

Thanks!

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