



Chancellery of the
Prime Minister



“CAF’S IMPLEMENTATION IN MUNICIPALITY OF VOLOS”

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Volos, Greece

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OUTLINE

1. Context (background of the organisation)
2. Background of the case
3. Process/dynamics
4. Results/outcome
5. Lessons learned & key recommendations
6. Contact details

VOLOS...THE CITY

- Located in central Greece
- Capital of Magnesia (region of Thessaly)
- One of the largest Greek cities (140.000 inhabitants)
- Urban & coastal city with smaller suburban rural communities
- Economy based on trade, services, tourism, agricultural production and manufacturing
- Associated with the Myth of the Argonauts



VOLOS...THE ORGANISATION

- Local government authority
- Governed by the Mayor & the Municipal Council
- Strategic goals: urban environment upgrading, preservation of cultural heritage, social empowerment & enhancement of sustainable development
- Mission: high-quality services to citizens



Δήμος Βόλου
Municipality of Volos



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BACKGROUND OF THE CASE



- Implementation of quality management tools since 2010 such as Management Quality System (ISO 9001:2015) & CAF evaluation
- Focus on citizens' needs, paired with a holistic evaluation of leadership and performance

EMERGING ISSUES

**Low employee engagement
& lack of co-working tools**

**Poor citizens' participation in
local affairs & limited
involvement of civil society
stakeholders**

MAIN OBJECTIVES

• Empowerment of the employees

• Enhancement of citizens' involvement

PROCESS/DYNAMICS (1)

Who was responsible for the project?

- Planning, Sustainable Development and New Technologies Directorate
- General Manager Office
- Efficiency and Quality Department

Who supported the project?

- A self - assessment team
- IT Department within the organization with experience in designing digital tools

Self - assessment team

- members from different levels and different units
- previous knowledge in quality tools
- strong communication and critical thinking skills

PROCESS/DYNAMICS (2)

How was the project implemented?

- On going formal and informal communication (letters, reports, e-mails and brief meetings)
- Training programs
- Internal digital tools as “Digital library “ for the documentation
- Questionnaire among employees
- Questionnaire to citizens and stakeholders
- No external technical support
- No cost

Succes Factors

- Previous experience & knowledge in quality issues and tools of the Quality office
- Well-planned work methodology & support
- IT Department experience in designing digital tools
- Self - assessment team members with strong communication & collaborative skills

RESULTS/OUTCOME (1)

EMPLOYEES EMPOWERMENT

Quality Team	Improvement Proposal Template	Digital co-working platforms and tools	In-house/company training programs
<ul style="list-style-type: none">• 3 quality team's meetings per year	<ul style="list-style-type: none">• 11 improvement proposals	<ul style="list-style-type: none">• Increase of users connected to the platform	<ul style="list-style-type: none">• 17 training programs



RESULTS/OUTCOME (2)

COMMUNITY ENGAGEMENT

Stakeholder consultation (online surveys, opinion polls, questionnaires, public meetings)

Questionnaires & online surveys were conducted for the composition of Volos' Sustainable Urban Development (SUD) Strategy 2021-2027.

Digital Consultation Platform for proposed actions, projects & interventions

A new application enabling to interact consultations with citizens and local stakeholders is going to be installed by the end of April.



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LESSONS LEARNED & KEY RECOMMENDATIONS



1. The Power of a Dedicated Team

2. Leadership Commitment is Essential

3. Integration of Quality Tools Enhances Results

KEY RECOMMENDATIONS

1. Investing in **team** development ensuring proper training and fostering an environment of trust and open communication
2. Ensure a supportive **leadership** that is involved in all phases of the project, from planning through execution to follow-up
3. Implementation of **different quality management systems and tools** lead to a more balanced, effective, and innovative pathway to continuous improvement

CONTACT DETAILS

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THANK YOU!