

8th European CAF Users' Event "Leading Quality into the Future"
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Learning together during the Quality Journey

External Feedback Procedure

of City of Kuopio

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Outline

- 1. Background and context of the organizations**
- 2. Background of the case**
- 3. Process/dynamics**
- 4. Results/outcome**
- 5. Lessons learned & key recommendations**

1. Background & Context of the organisations (1/3)

State Treasury, the national organizer

City of Kuopio, Urban Environment, Effective CAF User

City of Hyvinkää, employer of the head of FAs Team
Leader

The Finnish Local Government Act of 2015

- The Finnish municipalities shall strive to advance the well-being of their residents and to promote sustainable development on a local basis.
- Basic public services arranged by municipalities include social welfare, health care, education and culture, technical and environmental services

1. Background & Context of the organisation (2/3)

- State Treasury, Ministry of Finance's most important partner with regard to the implementation of central government steering
- Key processes
 - Financing activities, supporting financial management, shared financial administration and its development
 - Supporting personnel management, shared personnel administration and its development, PEF National Organizer
 - Services for citizens and communities
 - <https://www.youtube.com/watch?v=4UEcEQ8h6AU>

1. Background & Context of the organisation (3/3)

City of Kuopio in brief

- Centre of Eastern Finland
- 9th largest city in Finland, approx. 118,000 inhabitants
- An urban environment of strong growth and bold development
- An active university city focusing on well-being, health and security competence
- A good environment for children to grow up
- <https://www.kuopio.fi/en/etusivu>

2. Background of the case

- City of Kuopio, Urban Environment Department is the first Effective CAF User Label applicant organization in Finland
- The national organizer, State Treasury arrange training and invite an external feedback actors´ team (altogether 6 actors).
- The national organizer, the Feedback Actors´ Team and City of Kuopio collected and documented experiences and lessons learnt during the self-assessments and external feedback procedure.

3. Process/dynamics

- Self-assessment processes in Kuopio – CAF joint project for management and staff
- External feedback process
 - Self-assessment 01-03/2017, application and site visit 10/2017, feedback report and ECU label in the beginning of November
- A common challenge of the Finnish CAF users, as well as at European level, is to make the model, assessment tools and learning from each other, bench learning more visible. That is why we want to share these experiences with you.

4. Learning results/outcome

- Participation as a key success factor, staff involvement
- Recognition of key partnerships with citizens, customers and stakeholders and their participation in the assessment process in the future
- Quality of data and documentation of self-assessments
- A complex operational environment of public sector organizations requires management of information, knowledge and technologies.
- Linkage between the CAF Model assessment results and strategic planning process of the organization

5. Lessons learned & key recommendations (1/2)

■ Key recommendations:

- **Partnerships and resources:** key partnership relations with citizens and customers, involvement of partners in PEF
- **People:** involvement of staff, open dialogue and empowerment are key success factors in PEF
- **Strategy:** planning, implementation, reviewing modernization and innovation, taking into account stakeholders and available resources, gathering information relating to present and future needs of customers and stakeholders
- **Leadership:** motivation and support the people in the organization and act as a role model

5. Lessons learned & key recommendations (2/2)

- Key recommendations:
 - **Pillar 3** is number 1
 - **Principles of Excellence** should be the heart of PEF
 - **Looking forward** instead of looking backwards
 - CAF + PEF excellent tools for development – digital, agility assessment tools are needed to develop attractiveness
 - An organization can use PEF as “external internal” assessment tool (bench learning between different departments)
 - It is important to find the place for CAF Model among other assessment and audit tools and awards (e.g. EPSA)

Questions



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