

Better services for customers with CAF

Common Assessment Framework

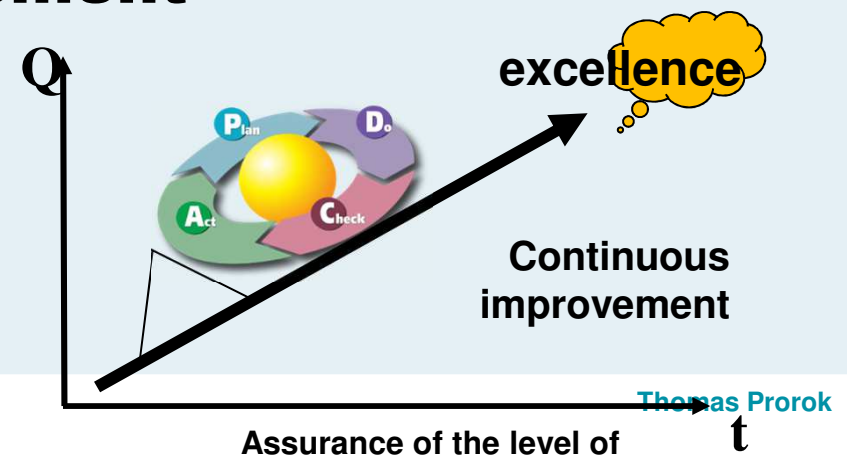
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CAF & Objectives

- ❑ **Quality Management** for the public sector
- ❑ **Free tool to improve performance** of public-sector organisations across Europe
- ❑ **Self-assessment** to obtain a diagnosis and improvement actions
- ❑ **European System**



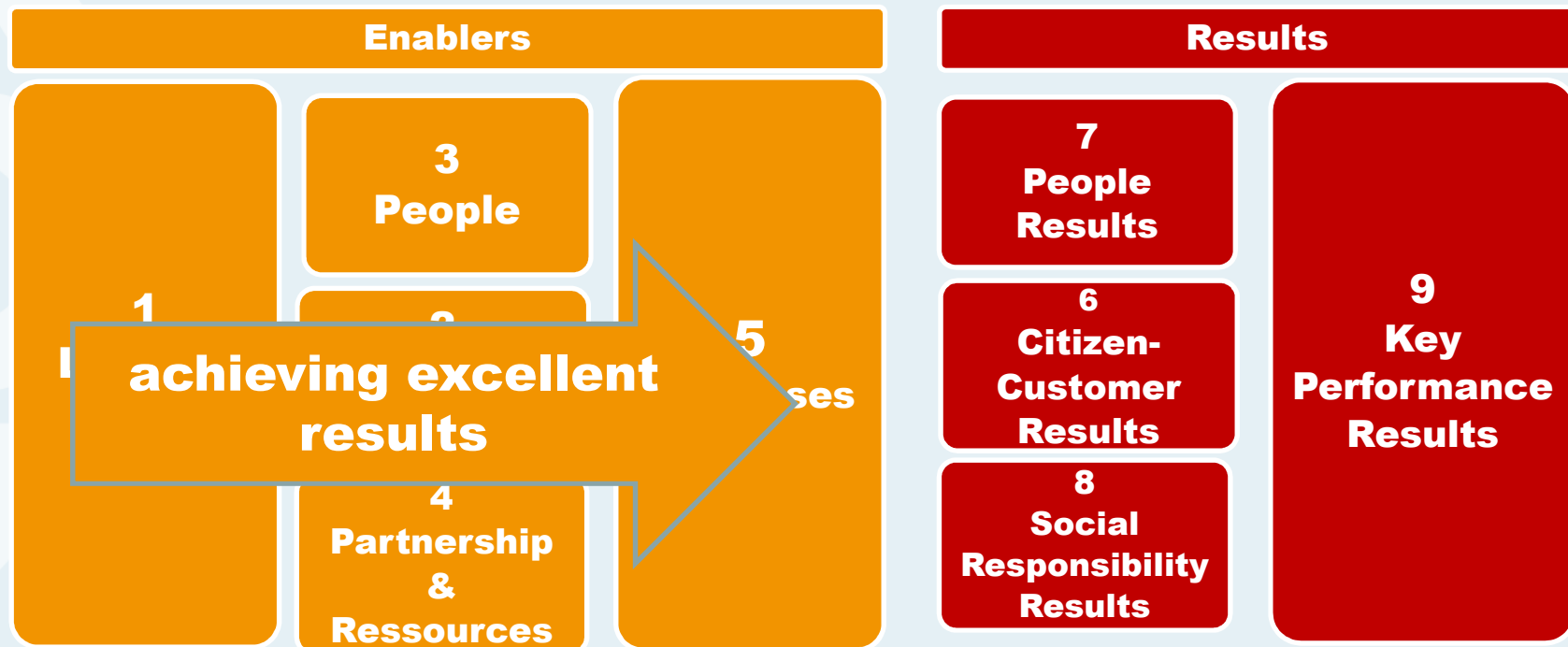
Quality Management means

- ❑ **Adjust the organisation towards expectations & needs of customers and stakeholders**
- ❑ **Compare planned with achieved results**



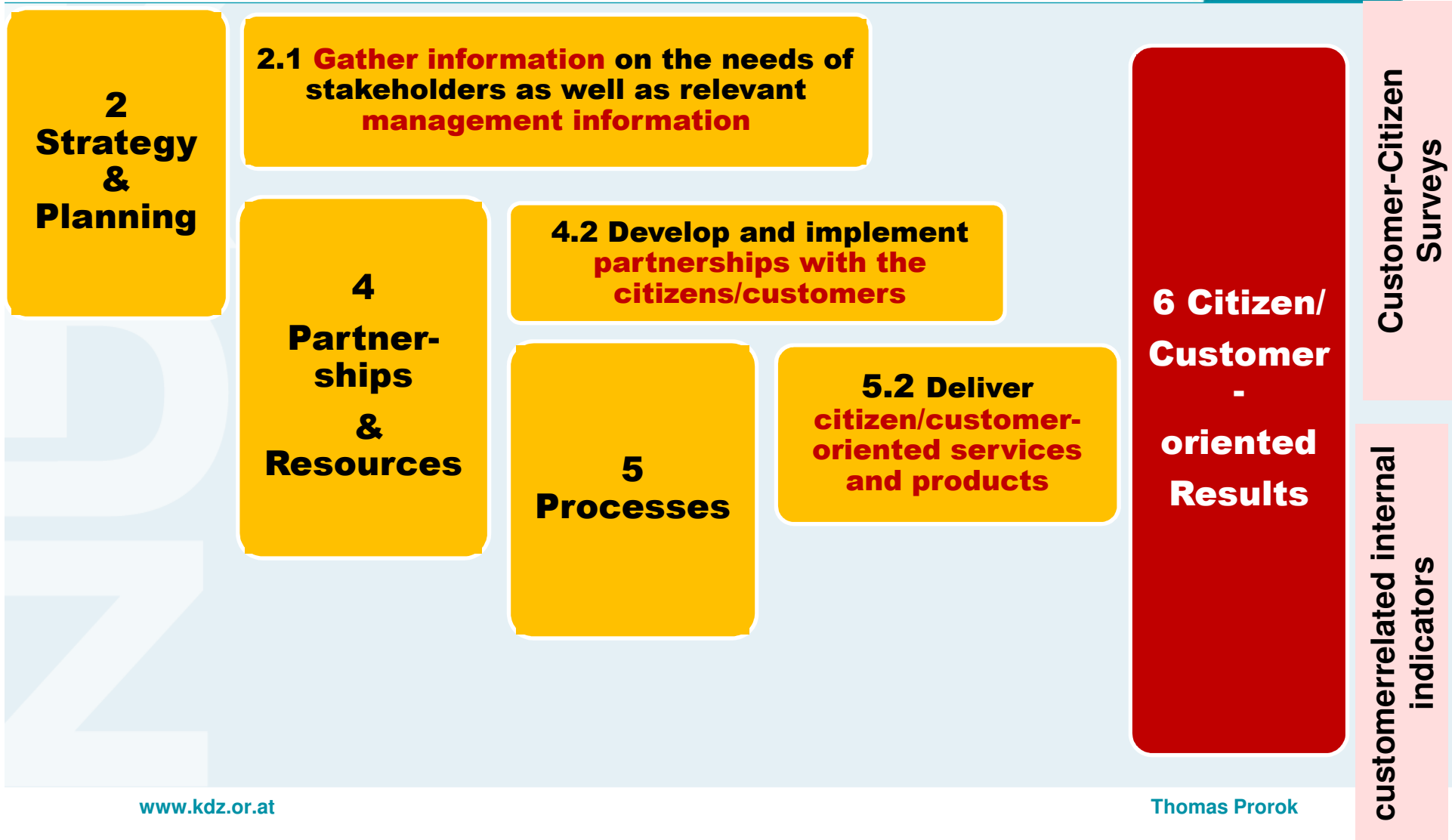
CAF Model

9 criterion – 28 subcriterion – 200 examples



| Befähiger (Voraussetzungen) | | | Ergebnisse | |
|-----------------------------|---------------------------------------|---------------|---|-------------------------------|
| 1 Führung | 3 Personal | 5 Prozesse | 7 Mitarbeiter- Innen Ergebnisse | 9 Leistungs- Ergebnisse |
| | 2 Strategie & Planung | | 6 Bürgerin- Kundin Ergebnisse | |
| | 4 Partner- schaften & Ressource | | 8 Ergebnisse Gesellschaftlicher Verantwortung | |

Customer Orientation



Main questions

- Who are our customers?**
- Do we know their needs?**
- Do we know their expectations?**
- Do we measure customer's satisfaction?**
- Are our products customer oriented?**
- Do our processes serve the customers?**
- Do we involve our customers?**
-**



AUSTRIAN
DEVELOPMENT
COOPERATION

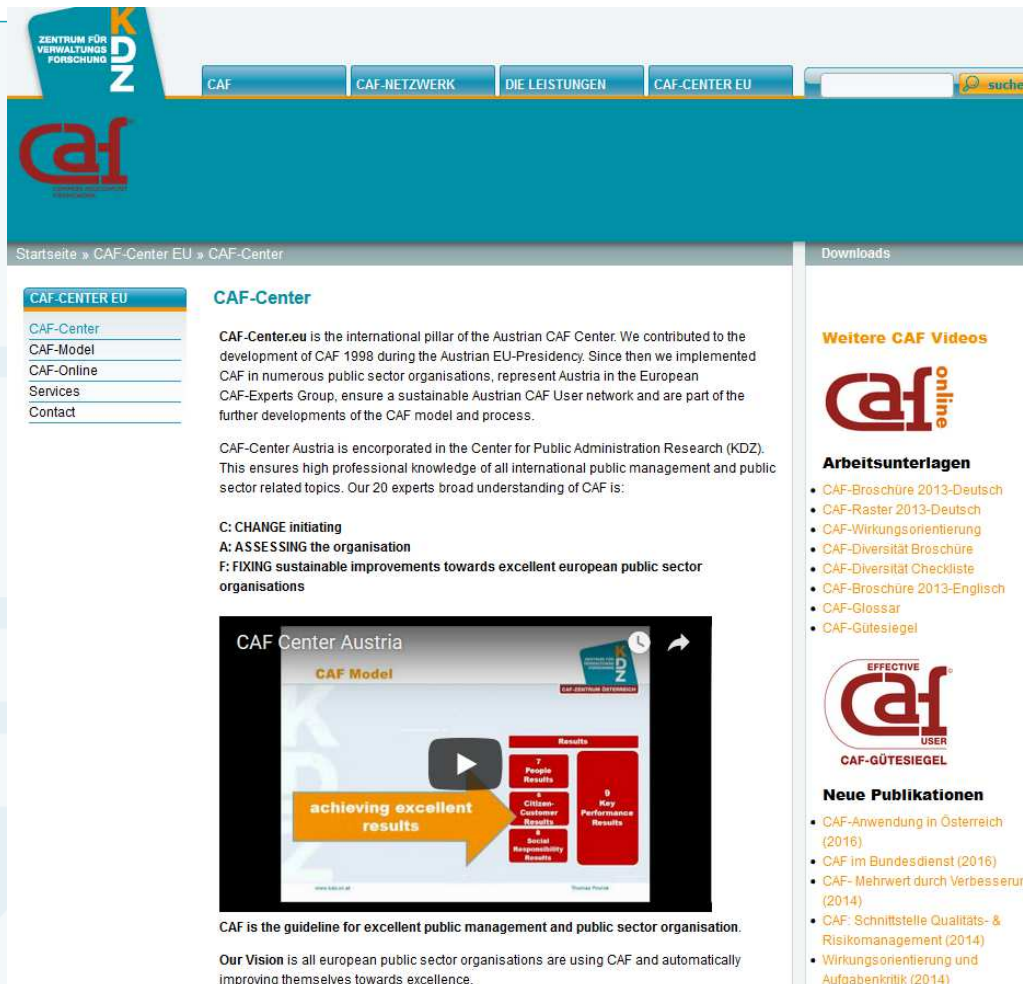


BACID.eu
BUILDING ADMINISTRATIVE CAPACITIES
IN THE DANUBE REGION



- Implementing CAF in**
- Civil Service Agency Federation of Bosnia Herzegovina**
- Civil Service Agency Republika Srpska, Bosnia Herzegovina**
- Bureau of Metrology, Montenegro**
- ReSPA**
-**

www.caf-center.eu



The screenshot shows the website's navigation menu with options: CAF, CAF-NETZWERK, DIE LEISTUNGEN, CAF-CENTER EU, and a search bar. The main content area is titled 'CAF-Center' and includes a sidebar with a menu: CAF-CENTER EU, CAF-Center, CAF-Model, CAF-Online, Services, and Contact. The main text describes CAF-Center.eu as the international pillar of the Austrian CAF Center, contributing to the development of CAF 1998 and representing Austria in the European CAF-Experts Group. It also lists the center's goals: C: CHANGE initiating, A: ASSESSING the organisation, and F: FIXING sustainable improvements towards excellent european public sector organisations. A video player shows a presentation slide titled 'CAF Model' with a diagram of 'achieving excellent results' through 'People Results', 'Citizen-Customer Results', and 'Social Responsibility Results', leading to 'Key Performance Results'. The 'Downloads' section lists 'Weitere CAF Videos' (including brochures, rasters, and glossars) and 'Arbeitsunterlagen' (including brochures, rasters, glossars, and a quality seal). A 'Neue Publikationen' section lists recent publications from 2014 to 2016.



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