

Effective CAF User



The professional Feedback for CAF-Users

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Label „Effective CAF User (ECU)“ is..

❑ External Feedback

- through experienced CAF-Users or Quality Managers

❑ It certifies

- Proper implementation of CAF
- Organisation is on the right way to excellence and improvement in the spirit of CAF

❑ Common European Standard for implementing CAF

- Procedure for External Feedback „PEF“
- Developed by CAF-Correspondents and EIPA
- 3 pillars/questionnaires



Common Standards: 3 Pillars

CAF External Feedback

Pillar 1

The process of
self-assessment

Steps 1-6 in the
10 step plan

Questionnaire 1
(Appendix 1.1)

Pillar 2

The process of
improvement actions

Steps 7-9 in the
10 step plan

Questionnaire 2
(Appendix 1.2)

Pillar 3

The TQM
Maturity of the
organisation

Questionnaire 3
(Appendix 1.3)

Common Standards: Procedure

CAF and
Application

- CAF Self Assessment and SA Report
- 6-12 months later application to the National Organiser

Self
assessment
on 3 pillars

- Organisation carries out self-assessment on the 3 pillars

CAF External
Feedback
Actors

- Document analysis by CAF External Feedback Actors
- Site visit by team of CAF External Feedback Actors

Feedback and
ECU Label

- The applicant organisation receives feedback
- If positive: “Effective CAF User” Label
- Valid for 2 years



„Effective CAF User (ECU)“ why?

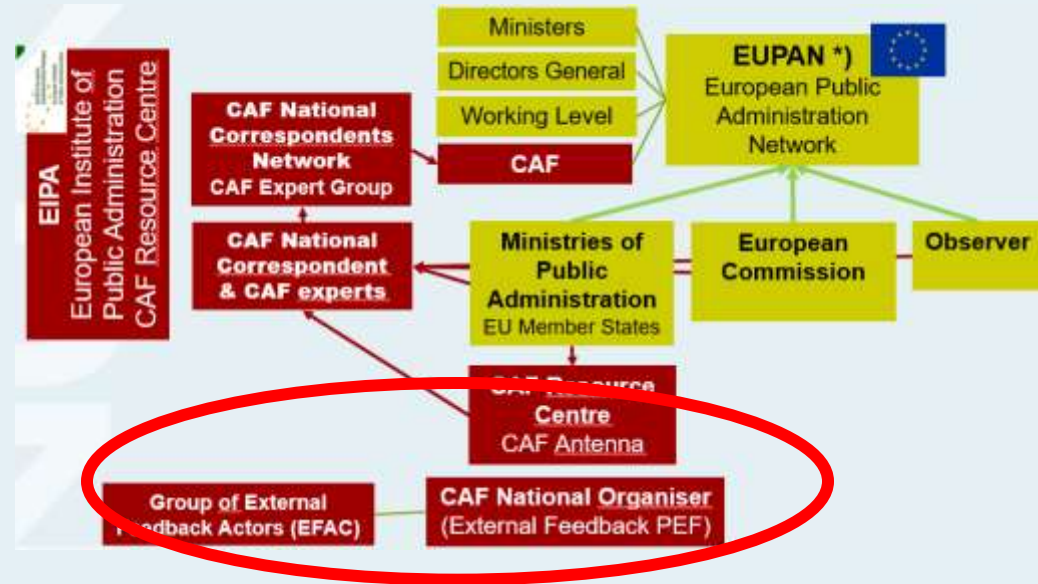
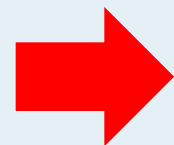
- ❑ **Make CAF visible**
- ❑ **Reward CAF-Users**
- ❑ **Show citizens the efforts & results of reforms**
- ❑ **Increase Use of CAF**

- ❑ **Improve the quality of CAF-implementation**
- ❑ **Renew enthusiasm in the organisation**
- ❑ **Provide affordable feedback system**



„Effective CAF User (ECU)“ how?

The decision and responsibility for implementing the CAF External Feedback Procedure on the *national level* belongs to each Member State.



CAF National Organiser (External Feedback PEF)

CAF National Organiser

CAF National Organiser (External Feedback PEF)

- ❑ implements the **CAF Procedure for External Feedback (PEF)** in the country
- ❑ organises a group of **CAF External Feedback Actors (EFACs)** = evaluators
- ❑ executes and leads the individual Feedback Procedure
- ❑ decides together with EFACs if an applicant is certified with the Label **“Effective CAF User (ECU)”**



Tasks of National Organiser – Start phase

Concept for initiating PEF

- ❑ **Ministry or Outsource Model**
 - Financing
- ❑ **Elaboration of Documents**
 - PEF, Guidelines for Applicants, Application Form, Questionnaires, Feedback Report
- ❑ **Group of EFACS**
 - Nomination rules, Guidelines & standards for EFACs, Code of Conduct, Contracts, Financial Agreements
 - Training of EFACs
- ❑ **Costs**
 - Free of charge or fee?
 - Fees for EFACs?
- ❑ **Website & Dissemination**

Tasks of National Organiser – Operational phase

- ❑ **Leading the Procedure of External Feedback**
 - Receiving application, eligibility check, selecting the EFACs, communication with applicant, guiding EFACs, quality assurance, certification
- ❑ **Providing the Label „Effective CAF User“**
- ❑ **Maintaining the Network of EFACs**
 - Training, Meetings, Exchange of Experiences, Standards
- ❑ **Public Relation for the Effective CAF User Label**
- ❑ **Improvement of the Label**

Contact



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