

Danube Governance Hub Forum - Establishing CAF Structures and Resource Centers

Vienna / 7th of November 2019

Location: Sky Lounge / University of Vienna / 12. OG (12th floor) / Oskar Morgenstern-Platz 1 / 1090 Vienna

Target Group & Objectives

This forum is designed for CAF correspondents and senior quality management experts in the public sector applying Common Assessment Framework (CAF) as a quality management tool and planning to build up CAF Resource Centres. This forum addresses the following key questions:

- What are the CAF structures, strategies, implementations and experiences in EU countries?
- How to build up CAF-Resource Centers?
- Which steps in Western Balkan countries need to be done to implement CAF and Quality Management?

Agenda

7th of November 2019		
9.00	Welcome Objectives & Introduction of the participants	Thomas Prorok, Philip Parzer, KDZ Centre for Public Admin. Research
9.20	CAF structures in Europe <ul style="list-style-type: none"> • EUPAN – The European Public Administration Network • Tasks and responsibilities of CAF-Correspondents and CAF-Resource-Centers • The role of EIPA 	Thomas Prorok
10.00	CAF-structures, responsibilities and strategies – country cases I <ul style="list-style-type: none"> - Slovenia, Ministry of Public Administration - North Macedonia, Ministry of Information Society and Administration - Poland, Chancellery of the Prime Minister 	Loredana Leon Marija Nikoloska Katarzyna Dudzik
10:45	Break	
11.00	CAF-structures, responsibilities and strategies – country cases I <ul style="list-style-type: none"> - Portugal, Ministry of Finance - Austria, Ministry for Civil Service and Sports 	Cristina Evaristo Michael Kallinger
11.40	Break Out Session – Success Factors in setting up CAF Resource Centres	KDZ/ReSPA/Tomislav Micetic
12.40	Lunch	

13.40	CAF implementation – insights and lessons learned - Reflections on implementing steps and status quo	Philip Parzer, Goran Pastrovic
14.15	ReSPA – Regional Quality Centre - Tasks and activities of the regional QM Center	Goran Pastrovic, Slaven Bukarica,
14.30	The professional external feedback procedure - What is it, How to apply, How to set up a PEF Centre?	Thomas Prorok, Isabelle Verschueren, Belgium
15.00	Break	
15.20	Break Out Session – CAF structures, What’s next?	KDZ/ReSPA
16.30	Sum Up – CAF Perspectives	Thomas Prorok
17.00	End of Forum	