



РАНХиГС
РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА
И ГОСУДАРСТВЕННОЙ СЛУЖБЫ
ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ



**Russian Presidential Academy of National Economy and Public Administration
(RANEPA), Moscow, Russia**

RANEPA Institute of Management and Regional Development (IMRD)
Research Laboratory "Modern Technologies in Public Administration"
of the RANEPA Graduate School of Public Management (GSPM)

**CAF Centre International of KDZ Centre for Public Administration Research,
Vienna, Austria**

International Online Conference
**CAF-2020 European Model for Improving Public Administration:
Challenges and Implementation Practice**

September 30th, 2020, 11:00-13:00 (Moscow Time)

Dear colleagues,

We are pleased to invite you to our online conference “CAF-2020 European Model for Improving Public Administration: Challenges and Implementation Practice” hosted by the Russian Presidential Academy of National Economy and Public Administration RANEPA (Moscow, Russia) in partnership with the CAF Centre International of KDZ (Vienna, Austria).

The Common Assessment Framework (CAF) is a well-known European quality management model for public administration. It was developed 20 years ago in order to help public sector organisations to improve performance and enhance efficiency and quality of provided products and services. The CAF approach to excellence is based on easy to use self-assessment methodology. The positive CAF experience in many European countries proves a great potential of the model for public administration reforms in Russia and other CIS countries.

During the conference, Russian and foreign experts will discuss the essence and advantages of the CAF model, the features of the new version of CAF 2020, the experience of its implementation in European countries, and results of the pilot implementation of the CAF model in Russia. Participants will be able to ask questions to expert and get answers from CAF developers and practitioners.

Participants: European and Russian CAF experts and developers; representatives of pilot organisations in RANEPA CAF research project; interested experts and practitioners of Public Administration Reforms and Quality Management from Russia, CIS, SIGMA-OECD countries.

AGENDA

Working languages: Russian, English. Simultaneous Russian-English translation will be provided

Moderator: **Emil Markwart**, Professor of IMRD, RANEPА

11.00 - 11.05 *Opening, welcome speech*

Dmitry Butashin, Vice-Rector of RANEPА, Director of IMRD, RANEPА
Representative of GSPM, RANEPА, Moscow

11.05 - 11.20 *CAF model in Russia: experience and application prospects*

Dmitry Maslov, Leading Research Fellow of the Laboratory "Modern Technologies in Public Administration", Research Fellow of the Ivanovo branch of the RANEPА, CAF-correspondent in Russia, author of the Russian versions of CAF 2006, 2013, 2020, Leading Research Fellow of GSPM, RANEPА, Ivanovo/Moscow

11.20 - 11.40 *CAF 2020. New version of the model, new challenges and opportunities for public sector organizations*

Thomas Prorok, Deputy Managing Director KDZ Centre for Administrative Research, Head of KDZ CAF Centre, Vienna, Austria

11.40 - 12.00 *Capabilities of the CAF model as a tool for public administration reforms*

Nick Thijs, Senior Advisor on Service Delivery and Public Administration Reform, OECD, SIGMA, Paris, France (formerly Leading Expert at the CAF Resource Center of the European Institute of Public Administration EIPA in Maastricht)

12.00 - 12.10 *RANEPА CAF project on the implementation of the CAF methodology in public authorities and organizations in the regions of Russia*

Tatyana Lavrova, Head of the Research Laboratory "Modern Technologies in Public Administration" of GSPM, RANEPА, co-author of CAF book, coordinator RANEPА CAF research project, Moscow

12.10 - 12.25 *Experience of implementing the CAF model in Russian organisations*

Alexey Kiryanov, Director of "Novation" Municipal Center for technical creativity, Associate Professor at Economic and Entrepreneurship Department, Ivanovo State University, Ivanovo

Sergey Sakharov, head of the administration of the municipal district "City of Suzdal" (Vladimir region)

Representative of the Staff of the Legislative Assembly of the Vladimir Region

12.25 - 12.35 *New version of the EFQM model 2020 and its relationship with the CAF 2020 model*

Anatoly Safonov, Chief Manager of the EFQM Program in Russia, Director of the Consulting & Assessment Center of the Russian Organisation for Quality, Moscow

12.35 - 12.45 *Problematic aspects of implementing the model in Russia and recommendations for implementation*

Emil Markwart, Professor of the RANEPА Institute of Management and Regional Development, leader of RANEPА CAF research projects in 2018-2020, Moscow

12.45 - 13.00 *Questions & Answers*

The conference will be held on ZOOM-platform. To participate in the conference click the link: <https://goo-gl.ru/6AtG> (Access code: 613054).

Announcements in Russian: <https://gspm.ranepa.ru/post/news/774> и <https://goo-gl.ru/6AtI>

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