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- 5QC
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The CAF RC

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 - The CAF database
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 - CAF Good Practices
- The CAF self assessment e-tool



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The CAF Resource Centre (CAF RC)

- The CAF RC was established in May 2001 at the European Institute of Public Administration (EIPA) in Maastricht
- Since then it has grown considerably and from two employees in 2001 the team has grown to four in 2008
- Additionally the CAF RC is always working in close collaboration with the European network of national CAF correspondents to further develop and disseminate the model throughout Europe



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The CAF RC - Mission

- to be a centre of expertise in CAF implementation promoting the CAF and good practice in its use in public administrations in Europe;
- to act as a complement to, and in coordination with, the existing national centres of expertise, and with a focus on countries without a national centre of expertise;
- to be a training and consultancy centre;
- to carry out research on the use of the model and further develop it;
- to support and stimulate the European network of national CAF contacts and the community of CAF users;
- to maintain the CAF database for registered users and their good practices.



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The CAF RC - Vision

The CAF RC contributes to spreading quality management approaches in the public sectors of the Member States of the European Union. We aim to achieve a target of 2010 registered CAF users by 2010 and to become the European Quality Centre for the public sector.



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Registered CAF users – October 2008

Italy 305	Romania 32	Turkey 5
Denmark 233	Greece 27	Latvia 5
Belgium 220	Finland 27	Bulgaria 5
Hungary 118	Estonia 18	Sweden 5
Portugal 100	Slovakia 18	Ireland 5
Germany 86	Bosnia-Herzegovina 17	UK 5
Dominican Republic 62	France 14	EU Institutions and EC 4
Czech Republic 57	Switzerland 14	China 2
Poland 52	Spain 12	Netherlands 2
Austria 52	Luxembourg 12	Croatia 2
Slovenia 50	Lithuania 10	FYR of Macedonia 1
Norway 33	Cyprus 9	Namibia 1



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The new CAF website

- gives you access to all information about CAF
- provides links to upcoming events and detailed information on seminars about CAF and TQM
- offers access to the CAF database, the CAF e-tool and the CAF e-community including detailed information and user guides
- entails a collection of Good Practices that are accessible for everyone
- provides the CAF movie for free download

Diapositiva 7

A1 Administrator; 21/10/2008

A2 Administrator; 21/10/2008



The new CAF website

www.eipa.eu/caf



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The new CAF website

- Main Page
- CAF Resource Centre
- CAF in your Country
- CAF Database
- Good Practices
- Self Assessment e-tool
- Publications
- e-community
- CAF- FAQ
- CAF Movie
- CAF 2006 language versions
- Newsletter
- EU CAF Users Events
- EU CAF Activities



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The CAF database

- Our target: 2010 registered users by 2010
- registration for CAF users via the website
- manifold possibilities upon registration:
 - using the CAF e-tool
 - uploading Good Practices
 - bench learning
 - part of the European CAF network



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Good Practices

- upload your Good Practice via the CAF website (for users logged in)
<http://caf.eipa.eu/3/99/&for=new>
- all uploaded Good Practices are freely accessible via the CAF website
<http://caf.eipa.eu/3/99/>
- sector-, country-, and criterion-specific search formula for all the Good Practices
- facilitate bench learning