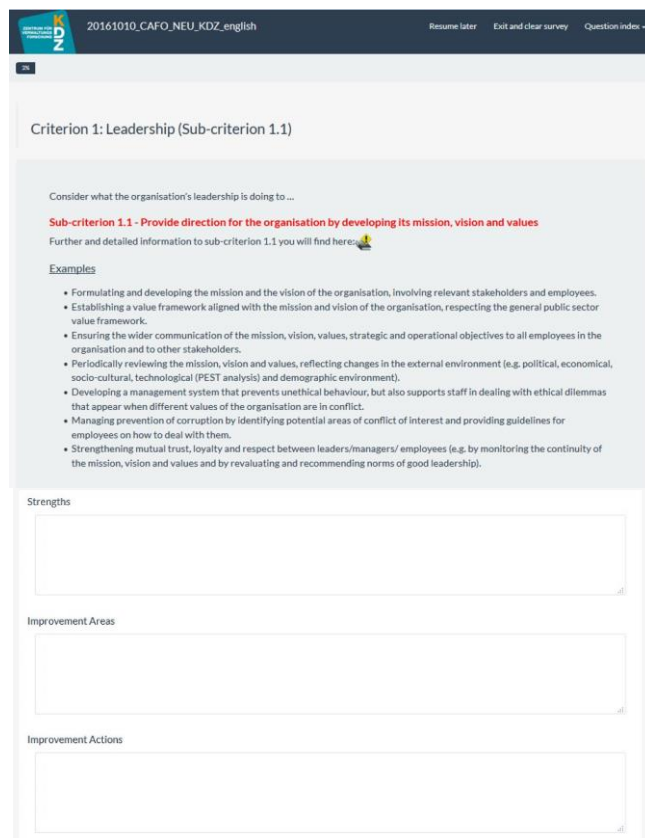


CAF Online – New Quality for the European Public Sector

1 Online CAF-Tool

CAF assessment is now digital. In order to facilitate the use of CAF, the KDZ has developed "CAF-Online". This is an online questionnaire for all members of the CAF Self Assessment Group (SAG). The CAF SAG members are guided step by step by CAF-Online through the assessment process. Finally, the results of the CAF assessments are automatically summarized and clearly prepared for the further workshops.

CAF Online guides through the CAF questionnaire, which consists of 28 criteria. Each criterion is shown on a screen page and after completing the page the next criterion can be opened with the "Next" button. After completing the survey, it can be printed out and released for the consensus workshop. The information of all SAG members is anonymously combined into one document.



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Resume later Exit and clear survey Question index

Criterion 1: Leadership (Sub-criterion 1.1)

Consider what the organisation's leadership is doing to ...

Sub-criterion 1.1 - Provide direction for the organisation by developing its mission, vision and values

Further and detailed information to sub-criterion 1.1 you will find here: [📄](#)

Examples

- Formulating and developing the mission and the vision of the organisation, involving relevant stakeholders and employees.
- Establishing a value framework aligned with the mission and vision of the organisation, respecting the general public sector value framework.
- Ensuring the wider communication of the mission, vision, values, strategic and operational objectives to all employees in the organisation and to other stakeholders.
- Periodically reviewing the mission, vision and values, reflecting changes in the external environment (e.g. political, economical, socio-cultural, technological (PEST analysis) and demographic environment).
- Developing a management system that prevents unethical behaviour, but also supports staff in dealing with ethical dilemmas that appear when different values of the organisation are in conflict.
- Managing prevention of corruption by identifying potential areas of conflict of interest and providing guidelines for employees on how to deal with them.
- Strengthening mutual trust, loyalty and respect between leaders/managers/ employees (e.g. by monitoring the continuity of the mission, vision and values and by reevaluating and recommending norms of good leadership).

Strengths

Improvement Areas

Improvement Actions

The result of the online CAF system is

- the completed document for the consensus workshop, which is made available to all CAF SAG members at the consensus workshop;
- As well as the finished basic documents for the action plan workshop.

Prerequisites for using the CAF-Online are the existence of a computer work station with internet connection and an own email address for the CAF evaluation team members.

2 Operation of CAF-Online

Individual organizations that want to implement the CAF with CAF-Online the KDZ offers the “CAF-Online standard”-service.

KDZ services

- Set up the CAF online on the KDZ server
- Provision of a guideline “Using the CAF online tool”
- Import and invite the SAG members
- Administration of CAF-Online for 6 weeks
- Hotline for questions from SAG members and programme manager
- Reminder for not yet completed reviews
- Merging the input of the SAG members in MS Excel
- Document for participants of the consensus workshop (MS Excel)
- Template for documenting the results of the consensus workshop (MS Excel)
- Comparison of the organization's consensus results with existing average
- List of strengths and potential for improvement as well as - list of measures are generated automatically

Costs: 1,800 euros excluding VAT per CAF self-assessment team (up to 15 people)

3 Power use of CAF Online

For power user of CAF-Online special packages can be offered.

4 Further details of CAF-Online

The cornerstones of the online system are:

- Online CAF questionnaire in the open source questionnaire tool "Limesurvey".
- The "Limesurvey" program runs on the KDZ server and is administered by KDZ.
- For each of the 28 criteria, strengths, potential for improvement and suggestions for improvement are to be entered in text fields and an evaluation (0 - 100 points).
- Each assessment team member is automatically invited to participate in the CAF self-assessment by e-mail and receives a personal access code.
- The anonymity of the input of the assessment team members is guaranteed. The system settings of CAF-Online exclude that entries by an individual can be tracked.
- The evaluation process does not have to be carried out in one pass, but can be interrupted. The intermediate result is temporarily stored on the server and displayed again with the access code the next time it is called up.
- Reminder emails can be sent automatically or manually to those evaluation team members who have not yet completed the CAF questionnaire.
- After all CAF SAG members have filled out the CAF questionnaires, an Excel document is automatically created for the consensus and action plan workshop.
- The Excel document for the consensus and action plan workshop includes
 - an anonymized summary of the results of the online CAF survey for each criterion (summary of the strengths noted, potential for improvement, suggested measures and scores by the members of the SAG),
 - a prepared, unfilled consensus grid for use in the consensus workshop;
 - It offers space per criterion to document the consensus of the CAF team - i.e. Record strengths, potential for improvement, measures and point evaluation.
 - an automatic comparison of the consensus results of the organization (unit) with the existing averages,
 - Spreadsheets that are automatically generated from the consensus result (e.g. list of strengths and weaknesses, list of measures); These are basic documents for the action plan workshop.

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KDZ
Managementberatungs- und WeiterbildungsGmbH

Guglgasse 13 · A-1110 Wien
T: +43 1 892 34 92-0 · F: -20
institut@kdz.or.at · www.kdz.or.at