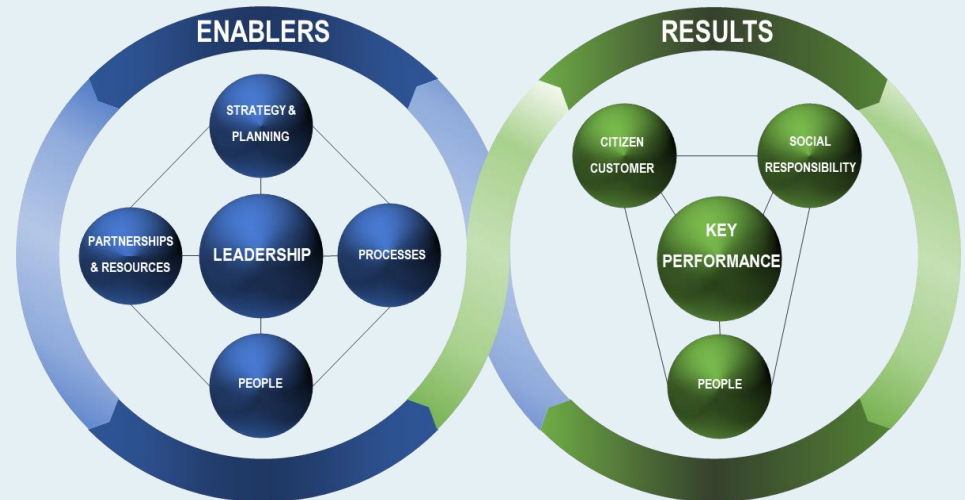


# CAF2020 – The new quality of public administration

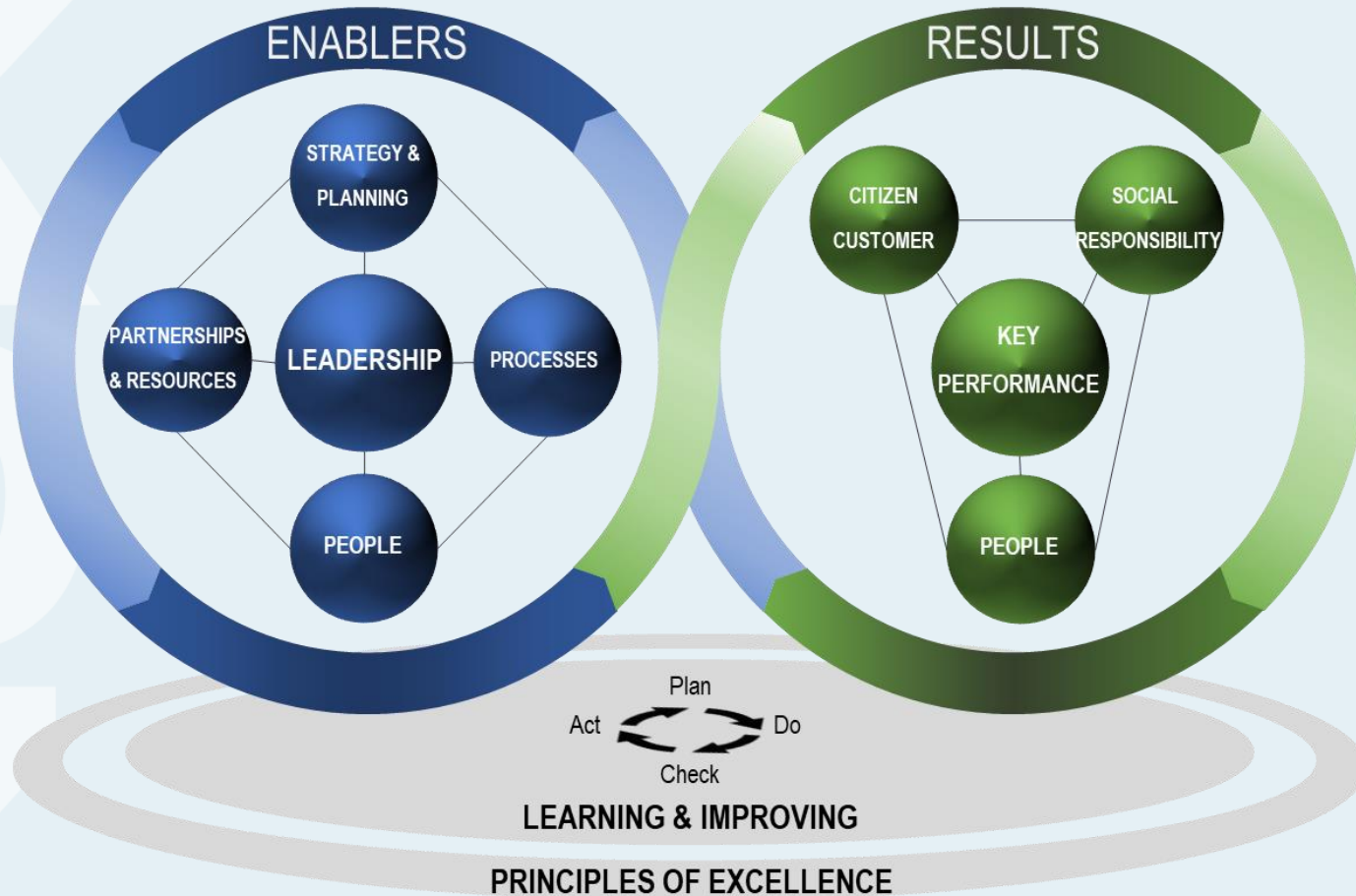
**Thomas Prorok**



## Common Assessment Framework

- ❑ **CAF2020 is the European model for improving public sector organisations through self-assessment**
- ❑ **(Total) Quality Management for the public sector**
- ❑ **Questionnaire with 200 questions**
- ❑ **→ goal is to contribute to good governance**

# Common Assessment Framework 2020



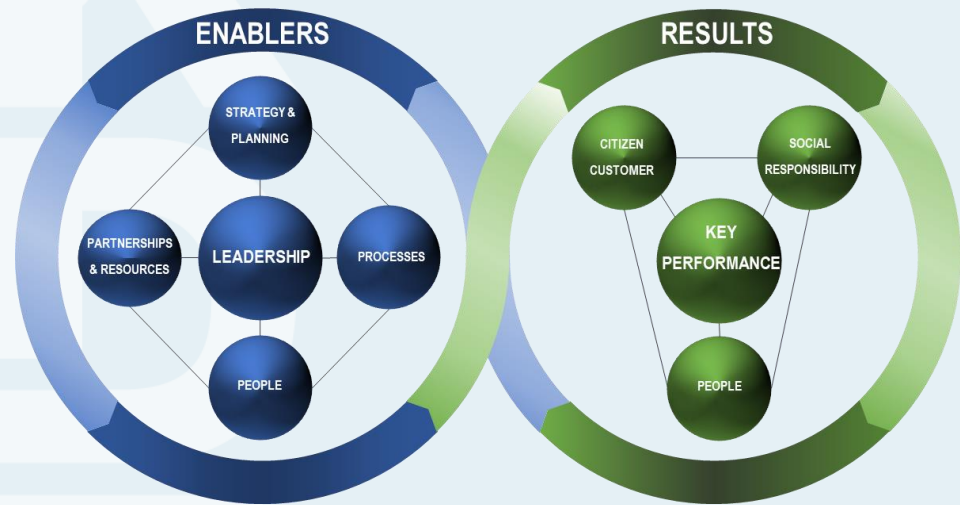
## CAF2020 – Six Focus Areas

- ❑ **Structure with 9 criteria & 28 subcriteria remain**
- ❑ **Easier language**
- 1. Impact of Digitalization on Public Sector Organisations**
- 2. How to ensure Agility and**
- 3. Innovation of public administration?**
- 4. Sustainability and SDGs as leading principles of public management**
- 5. Managing Diversity**
- 6. Collaboration with citizens and civil society**

# CAF2020 incorporates the lessons learned and results of:

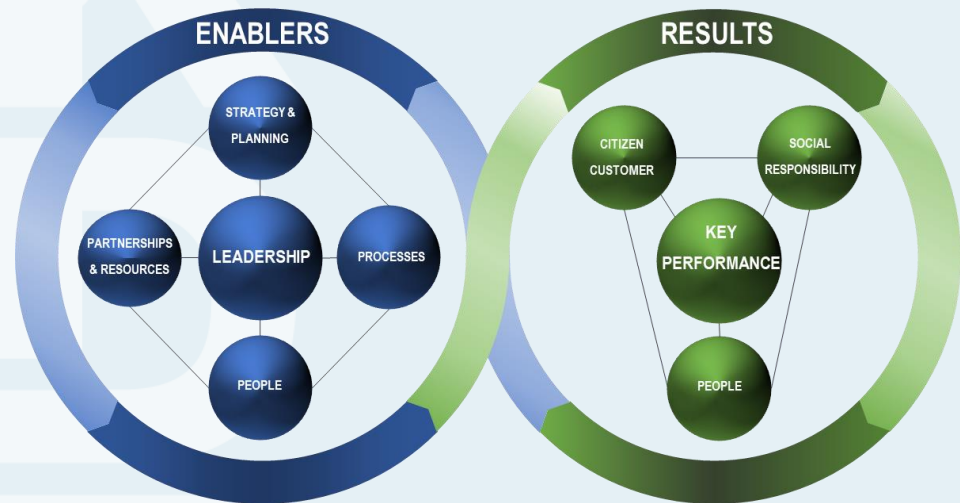
- ❑ **Sustainable Development Goals by UN**
- ❑ **Toolbox - Quality of PA, European Commission, 2018**
- ❑ **Principles of Public Administration, SIGMA OECD, 2019**
- ❑ **Embracing Innovation in Governments Global Trends, OECD 2018**
- ❑ **EPSA - European Public Sector Award**
- ❑ **Observatory of Public Sector Innovation (OPSI), OECD**
- ❑ **The five principles by the European Ombudsman for EUs civil service:**
  - Commitment to the European Union and its citizens, Integrity, Objectivity, Respect for others, and Transparency

# CAF2020 - Digitalization



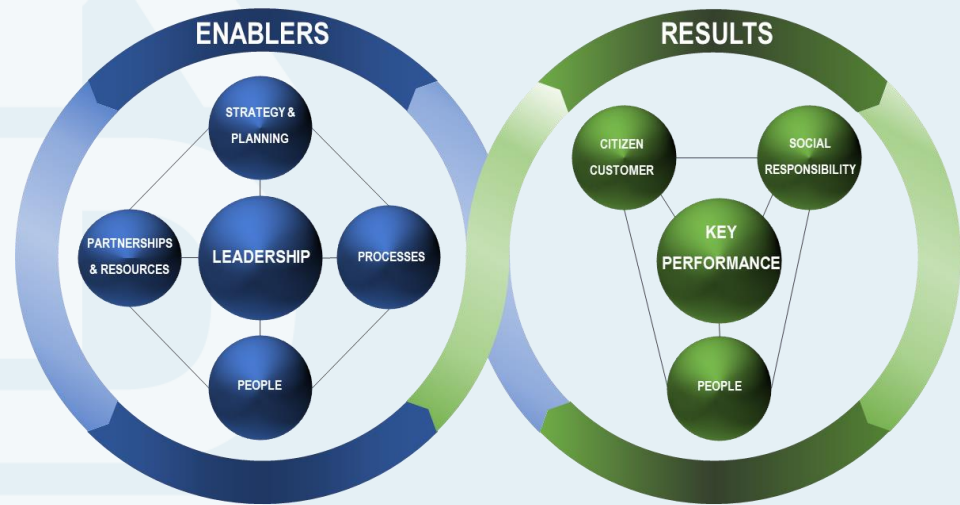
- ❑ **Leadership capacities of Digital Transformation – role model**
- ❑ **Digital Transformation in strategy**
- ❑ **New working conditions & skills**
- ❑ **Means of communication**
- ❑ **Transparency, Data protection, Cyber security**
- ❑ **Knowledge-management & digitalization**

# CAF2020 - Sustainability



- ❑ **SDGs – Sustainable Development Goals**
- ❑ **Life cycle management**
- ❑ **Global Challenges - Climate Change, Migration...**
- ❑ **Social Responsibility**
- ❑ **Ethical behavior, Rule of law, Integrity, Openness**
- ❑ **Sustain resources**

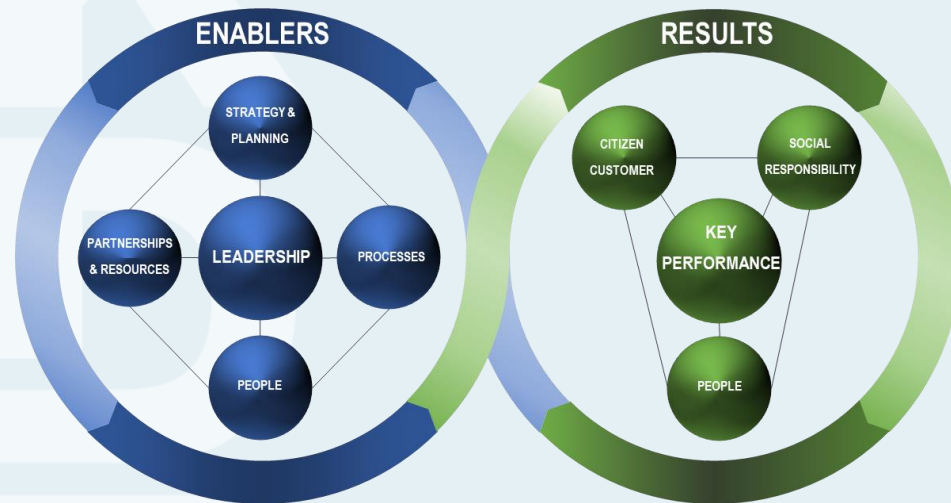
# CAF2020 - Agility and Innovation



- ❑ **Inspiring Leadership**
- ❑ **Expect the unexpected**
- ❑ **Public Administration Reform**
- ❑ **New (digital) skills, Attracting Talents, New ways of working**
- ❑ **Linking to EU-strategies and programmes**
- ❑ **Working across borders**
- ❑ **Data driven management**

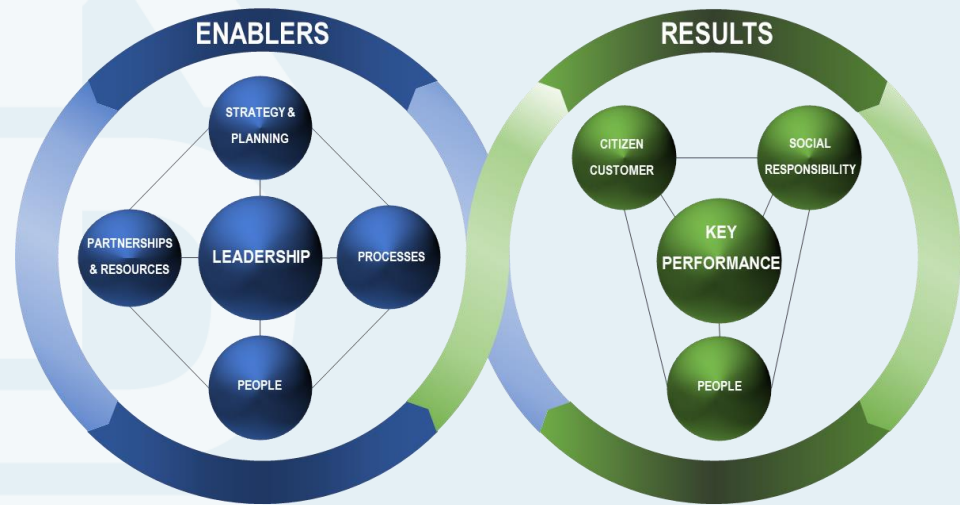


# CAF2020 - Diversity



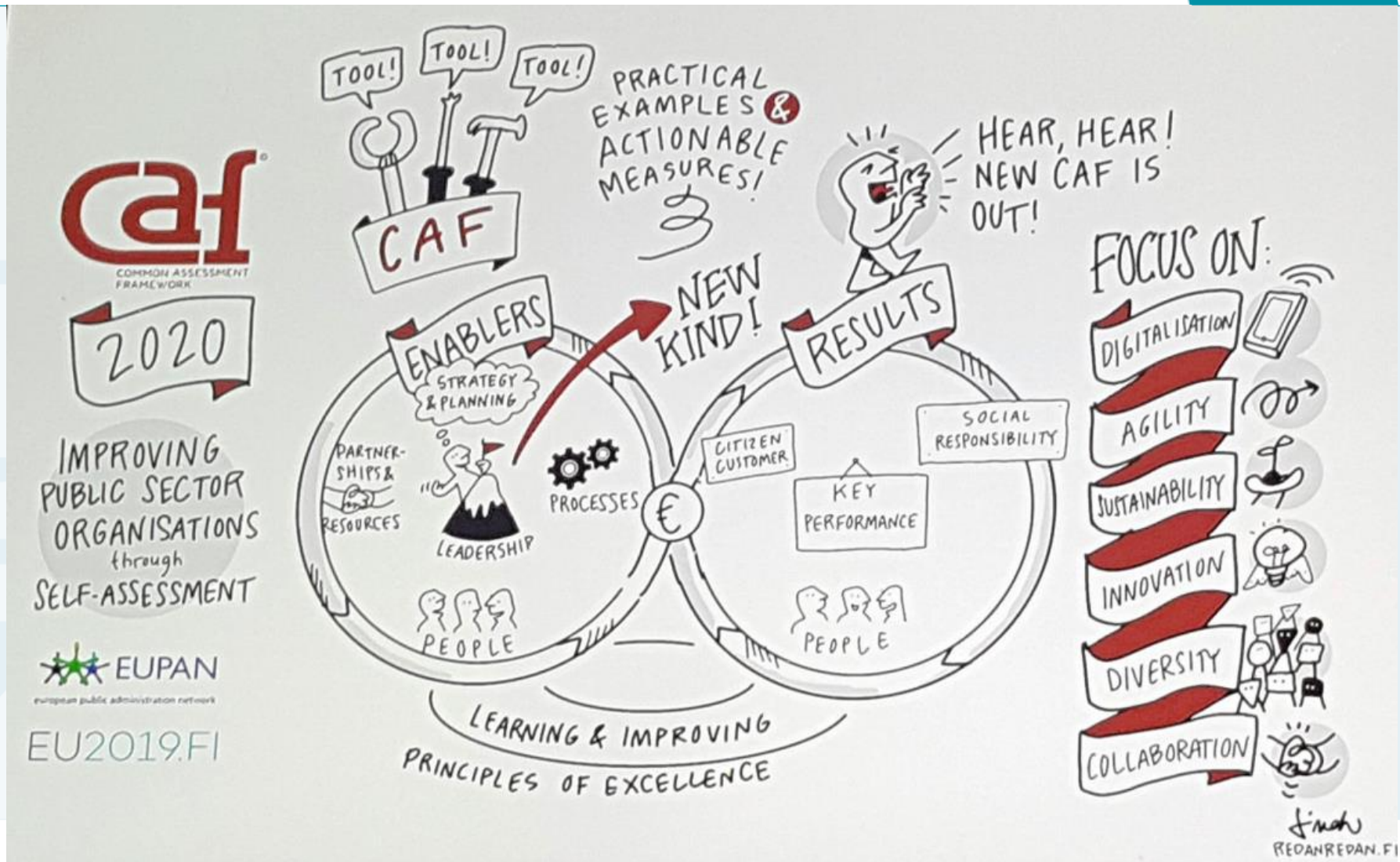
- ❑ **Differentiated needs of citizens, customers, stakeholders**
- ❑ **Gender Mainstreaming & Budgeting**
- ❑ **Accessibility**
- ❑ **Equal opportunities and treatment**
- ❑ **Answering social disadvantages**
- ❑ **Social Responsibility**
- ❑ **Fairness, Neutrality, Merit base**

# CAF2020 - Collaboration



- ❑ **Collaboration with citizens and civil society**
- ❑ **Ensure transparency**
- ❑ **Opening the organisation**
- ❑ **Easy understandable information**
- ❑ **Open data & standards**
- ❑ **All channels of communication**

# CAF2020 ... in a nutshell



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