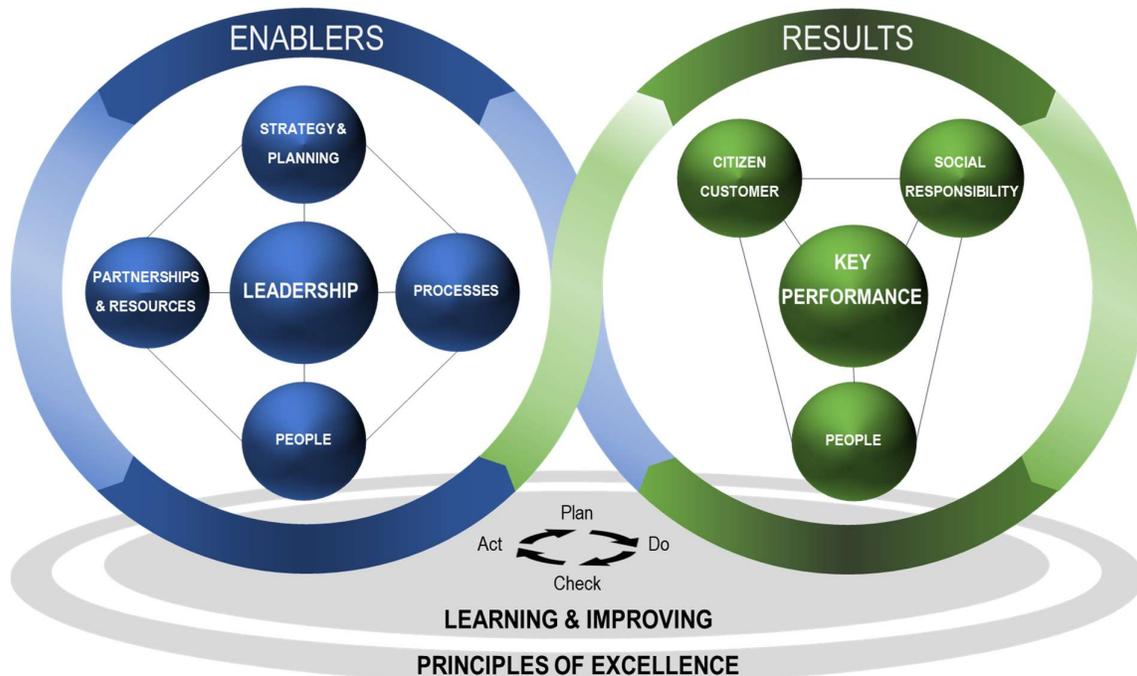


CAF2020 – The new European Common Assessment Framework for better Quality in Public Administration

CAF2020 is a common product of the EUPAN-Network of CAF-Correspondents and CAF-Experts. The beginning of CAF goes back to 1998 when the EUPAN-Ministers commissioned to design “general principles concerning the improvement of the quality of services provided to citizens”.

Originally developed as model of Total Quality Management inspired by the European Foundation for Quality Management (EFQM®) CAF has constantly evolved. CAF2020 is the fifth version of the Common Assessment Framework and has been developed independently from the new EFQM. Today, the CAF2020 is designed to be the **European guideline for good governance and excellence in public sector organisations focusing on digitalisation, agility, sustainability, diversity, innovation and collaboration**. It has been developed in an interactive and involving process by the Network of CAF-Correspondents and EIPA since September 2017 (CAF-Correspondents Meeting in Talinn).

COMMON ASSESSMENT FRAMEWORK 2020



The core of the CAF2020 is a 200-sample questionnaire (the framework) for self-assessment which has been developed by public sector for public sector from Europe. The ultimate goal of CAF is to contribute to good governance, public administration reform and better services for citizens. With CAF2020, the management together with the employees assesses and improves "their" organisation, based on common European standards in three phases. Excellent CAF-Users can apply for the Label "Effective CAF-User".



What is new in CAF2020?

CAF is still composed of 9 criteria and 28 subcriteria, some of the subcriteria have been reformulated. Major changes have been introduced at the level of the examples that have all been reviewed, shortening the descriptions and reducing the number of them. Users of previous CAF versions will not find it too difficult to find their way around CAF2020.

CAF2020 has 6 new focus areas:

- Impact of **Digitalisation** on Public Sector Organisations.
- How to ensure **Agility** and
- **Innovation** of public administration?
- **Sustainability** and Sustainable Development Goals (SDGs) as leading principles of public governance,
- Managing **Diversity**,
- **Collaboration** with citizens and civil society.

The guiding principles for CAF2020 are the principles and findings from:

- the Sustainable Development Goals of the United Nations;
- the toolbox – Quality of Public Administration, European Commission, 2018;
- Principles of Public Administration, SIGMA OECD, 2019;
- Embracing Innovation in Governments Global Trends, OECD 2018;
- Observatory of Public Sector Innovation (OPSI), OECD;
- the five principles of the European Ombudsman's public service: commitment to the European union and its citizens, integrity, objectivity, respect from others and transparency

Characteristics and benefits of CAF2020

Better services for the citizens: CAF initiates and leads the “change” towards better performance and services of public administration.

Tailor-made for public sector: CAF is developed by public sector for public sector.

European Principles: the Network of CAF-Correspondent ensures that CAF is the unique tool for improving public sector organisations based on common European values and principles for public management and governance.

Common language: it allows staff and managers to discuss organisational improvement together in a constructive way and promotes dialogue and benchlearning.

People involvement: the self-assessment process is the bases for the systematic involvement of people in the improvement of the organisation.

Evidence based improvement: it stimulates public sector organisations to gather and effectively use information and data.

No external costs: CAF is available free of charge promoted by the European CAF Resource Centre at EIPA and the network of National CAF Correspondents.

External feedback and Label “Effective CAF-User”: CAF Feedback Actors provide recommendations for improvement of the organisation and provide the label Effective CAF User.

Currently there are around 4.100 registered CAF-Users in European and Non-European countries.

www.caf-network.eu