

The Common Assessment Framework (CAF)

A brief introduction to the Common Assessment Framework

What is the Common Assessment Framework?

- ★ The Common Assessment Framework (CAF) is a Total Quality Management (TQM) tool inspired by the Excellence Model of the European Foundation for Quality Management (EFQM) and the model of the German University of Administrative Sciences in Speyer.
- ★ The CAF is offered as an easy to use tool to assist public sector organisations across Europe to use quality management techniques to improve performance.
- ★ The CAF provides a self-assessment framework that is conceptually similar to many other major TQM models, EFQM in particular, but is specially conceived for the public sector organisations, taking into account their differences.

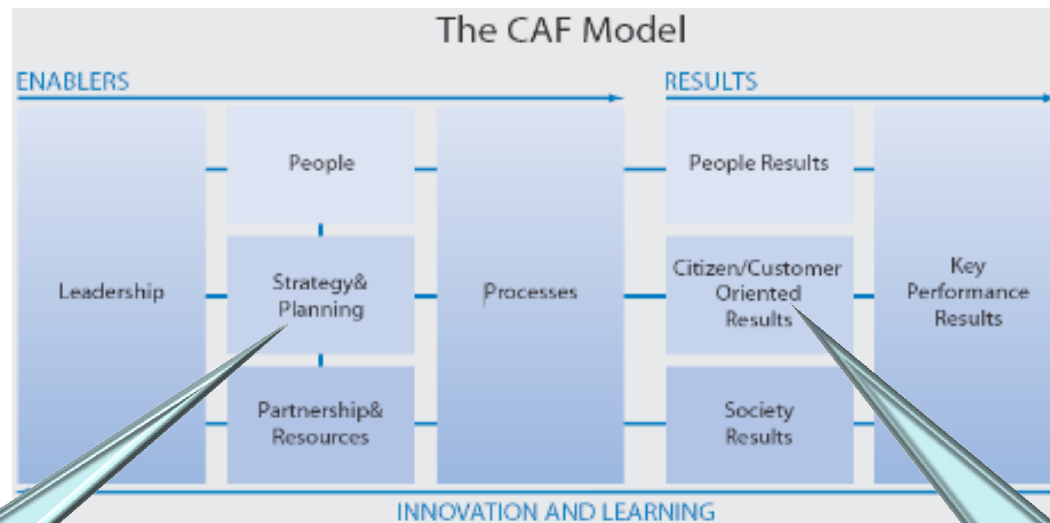
The purpose of CAF

★ The CAF has four main purposes:

- . 1. To introduce public administration to the principles of TQM and progressively guide them, through the use and understanding of self-assessment, from the current %Plan-Do+ sequence of activities to a full fledged %Plan-Do-Check-Act (PDCA)+cycle;
- . 2. To facilitate the self-assessment of a public organisation in order to obtain a diagnosis and improvement actions;
- . 3. To act as a bridge across the various models used in quality management;
- . 4. To facilitate benchmarking between public sector organisations.

What does CAF look like?

It is very similar to the EFQM Excellence Model



Planning instead of policy

Government sets policy, departments develop plans to deliver it

The detail is different

28 criteria parts instead of 32

Citizens as customers

The end user (citizen) of the public service is treated as the customer even if intermediaries exist

The scoring system in CAF

- ★ Based on Plan, Do, Check, Act and is cumulative, you have to achieve a phase (E.g. check) before reaching the next phase.
- ★ The scale allows you to specify the degree of deployment and implementation of the approach.

PHASE	ENABLERS PANEL	SCORE	LEVEL
	We are not active in this field We have no information or very anecdotal.	0-10	0
PLAN	We have a plan to do this.	11-30	1
DO	We are implementing / doing this.	31-50	2
CHECK	We check / review if we do the right things in the right way.	51-70	3
ACT	On the basis of checking / reviews we adjust if necessary.	71-90	4
PDCA	Everything we do, we plan, implement, check and adjust regularly and we learn from others. We are in a continuous improvement cycle on this issue.	91- 100	5

The benefits of using CAF

- ★ Simple and easy to use tool, especially in scoring methodology
- ★ Provides a consistent framework against which public sector organisations can compare themselves.
- ★ 1017 registered users from 33 countries (August 2007)
- ★ Support assessment and identification of strengths and areas for improvement within organisations that have not done this before
- ★ Becoming more well known in the Public Sector
- ★ The CAF is in public domain and free of charge.
- ★ Organisations are free to use the model as they wish.

Does using the CAF have any drawbacks?

- ★ Not really but,
 - . EFQM provides a wider opportunity to benchmark and compare processes and results
 - . The scoring methodology can be less robust
 - . Greater opportunity for internal assessors to be exposed to other industry / sector practices.
 - . The opportunity to directly translate internal assessment data into the formats used by National and European award and recognition programmes is reduced
- ❖ *But don't worry – this is where ley hill can help.....*

What does it take to implement CAF successfully?

- “ CAF . like the EFQM Excellence Model is actually common sense but introduces some new techniques and terminology and therefore the organisation needs to:
 - . Train its people properly
 - . Develop continuous improvement processes
 - . Integrate the self assessment process into its business planning and policy development cycles.
 - . Not be driven by scores . they are there to help, the Areas for Improvement highlighted by self-assessment are much more important.
 - . Ensure it collects appropriate data and uses it to manage the business day by day.

What can we do to help?

Ley hill has a wealth of experience in:

- ★ working with organisations in all sectors, both in the UK and Europe, to develop and implement management systems based on the EFQM Excellence Model and CAF.
- ★ supporting organisations to determine how to move from CAF based assessment to EFQM Excellence Model based assessment
- ★ as Excellence award assessors we can guide you through self-assessments, and ensure your assessment process is providing the information you need
- ★ helping to embed the required skills and processes
- ★ providing continuing support over the longer term and assisting with specific improvement project facilitation



★ If you want to know more please take a look at our website:

www.leyhill.com

★ Or you can call us on:

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