Visit & Learn about Increases in Public Sector Performance

First Public Sector Performance Study Mission in Europe 27 Sep. - 2 Oct. 2015

PUBLIC SECTOR PERFORMANCE STUDY MISSION

Access to a Public Sector Europe-only Quality Conference – 28 countries / 280 people.

CONNECTING PEOPLE, KNOWLEDGE & CREATIVE IDEAS THROUGH SITE VISITS & CREATIVE WORKSHOPS. (In English).

TENTATIVE PROGRAM

Full program limited to 20 delegates

Site Visits - Maastricht, Brussels, Cologne:

- **European CAF* Resource Centre,** *the Common Assessment Framework for 4,000 registered European public sector organisations*
- **European Public Sector Conference** *28 Countries / 280 people in* ***Luxembourg***
- **Visit CAF User Organisations**, *learn* ***Best Practices*** *for their improved performance*
- **CAF Resource Centre, Germany** *another insight into CAF resourcing*

Guest Speakers:

- **Patrick Staes and Nick Thijs - CAF**
- **Good Practice case presenters**
- **National CAF Organisers**
- **Public Sector Europe-only Conference**

(Note* = host organisations & speakers are very interested awaiting formal agreement to participate)

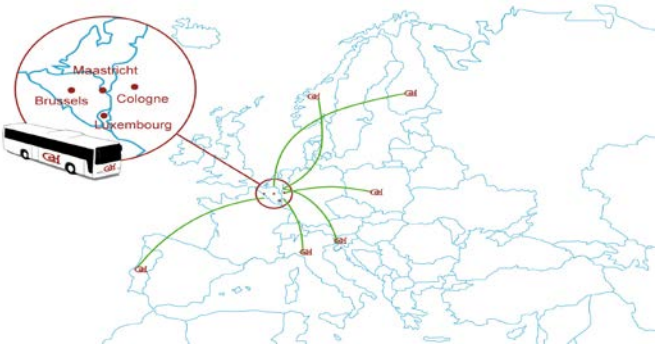
Networking Exchange:

- **Practitioners of CAF User Group**
- **Regular facilitated capture and sharing of learnings & action planning in small groups**

Social: (only for delegates attending all days)

- **Pre-Tour briefing & ice breaker light dinner**
- **Experience European Cultural attractions eg Traditional Belgian Food and Drink**
- **Visit European Historical Attractions eg Cologne Cathedral, Eau de Cologne, Roman heritage dating to 50 BC. Refer to visiting cities with cultural and historical sites HERE**

Also - Hear about, see and discuss – PRACTICAL aspects - ***what works well, what doesn't, issues & problems and how to overcome them***



Map of cities to visit & source countries for additional speakers

About CAF*

The **Common Assessment Framework (CAF)** is the first European quality / excellence management instrument specifically tailored for and developed by the public sector. The CAF dynamic on a European level is supported by the **European CAF Resource Centre,** based at the **European Institute of Public Administration (EIPA)** in Maastricht, the Netherlands, in close collaboration with the member states. CAF is the very credible **business excellence tool** developed by the public sector for the public sector.

The Conference*

Study Mission delegates will have access to a Public Sector Europe-only Quality Conference in Luxembourg. 280 people from 28 European Countries are invited to attend and the focus will be on sharing of best practices to address capacity building for current issues facing the public sector.

Benefits for Delegates

- Learn about BEST PRACTICES
- Network formally and informally with new friends on the tour from other learning organisations
- Comprehensive study tour manual for all delegates
- Receive Memory Jogger Notes of the proceedings
- Delegate and speaker contact list provided
- Learn about what you 'need to know' as well as about what you 'didn't know you needed to know'
- Action Planning session to help you commence implementation of your learnings
- Access to Quality Conference available to 280 people from 28 European countries

Go to BCS Management Services, CAF Resource Center or Benchmarking Partnerships

Benchmarking Partnerships' Code of Conduct protects confidentiality and privacy

BCS MANAGEMENT SERVICES

Resource Centre
European Institute of Public Administration

Benchmarking Partnerships

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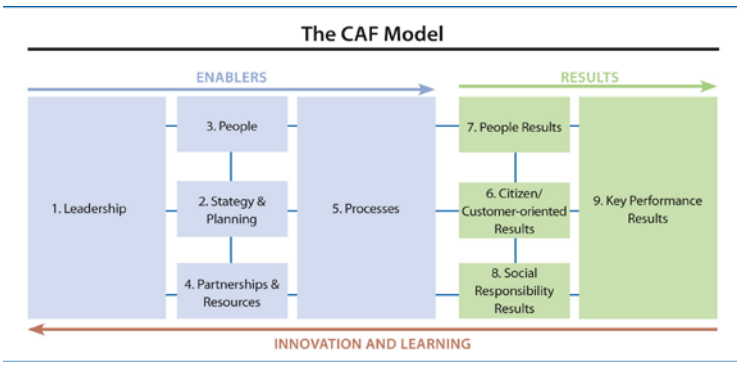
Headlines of the European CAF dynamic



- Over the past 10 years a **bottom-up dynamic** initiated by the member states of the EU has created a lively common approach of **learning** and sharing between public sector organisations.
- More than **4000 public sector** organisations (local, regional, national, EU) & different sectors (core ministries, agencies, educational, health, police) are working with CAF.
- CAF dynamic is used/recommended by:
  - the European Council, Parliament, Commission, its institutions/agencies;
  - international organisations like the OECD, The World Bank and the United Nations;
  - public sector organisations beyond the European borders (Africa, Latin America, Russia, Asia).

What this Study Mission offers you

- an in-depth insight into the **CAF instrument** and European and national dynamics;
- a unique opportunity to receive first hand information from the **drivers** behind this successful dynamic (national actors and the European CAF Resource Centre);
- access to European Public Sector Quality Conference – 28 European countries / 280 people
- various occasions to meet, discuss and share experiences with public sector organisations working with CAF and **demonstrating** the steps in process of working with CAF and the results achieved;
- a closer look in **good practices** from European public sector organisations on topics like:
  - public sector **leadership**, leadership schemes and programmes;
  - driving a participative **cultural change** starting from an organisational self assessment approach;
  - **HR aspects**: recruitment and selection, appraisal, training and coaching schemes;
  - in-depth **citizen - user oriented** approaches;
  - successful **result** focus and **performance measurement** systems;
  - **innovative** approaches in European public sector organizations.
  - **Capacity building of the Public Sector to tackle current societal challenges.**
- opportunities to go **on-site** in some European cities (possible locations in Belgium, Germany, the Netherlands etc), EU institutions (in Brussels - Belgium) and the European CAF Resource Centre (in the Netherlands and Germany) as well as meeting other CAF users from around Europe.

Go to BCS Management Services, CAF Resource Center or Benchmarking Partnerships

- for more **Information on the detailed program** and to **Register** your Interest to participate in this Study Mission
- You can Sponsor the entire study mission or Sponsor a group of delegates from your Country / Region
- Suggest other options to enhance this Study Mission & benefits
- Typical Study Mission benefits and Value for our Study Missions is **HERE**
- Our experiences and sample Study Mission feedback is **HERE**

Who should attend & pricing

- Public Sector Managers &Teams, Peak bodies for business excellence
- $3,950USD per person for Sunday evening to Friday including Tour & Conference
- Accommodation, breakfast/lunch meals & internal travel by luxury coach
  *See terms, details, pricing & discounts eg 10% discount for peak / leading bodies bringing 10 or more people
- **Limited to 20 delegates over all 6 days so please book early**

Testimonials

- The "*CAF exercise in many public institutions is often the first experience of real teamwork, ownership and shared responsibility. It switches management & employee focus from the internal perspective to the external one, spotting citizen/client interest and building awareness of ethical behaviour*", Poland.
- *the CAF has on one side stimulated a change of culture at political level, with an increased focus being given to the assessment of the performance and the process of continuous improvement. On the other hand, the CAF has contributed to spreading a culture and a practice of self-assessment among a relevant and always increasing number of Italian PAs."* Italy.

Our experience

- Facilitating Study Missions over many years in the UK, Germany, Asia, Australia and New Zealand
- 100 years combined experience in business excellence and in the public sector
- Directors, Global Benchmarking Network, Benchmarking resource Asian Productivity Organisation

BCS MANAGEMENT SERVICES

Resource Centre
European Institute of Public Administration

BENCHMARKING FRAMEWORK
Benchmarking Partnerships