



## CAF CORRESPONDENTS MEETING AGENDA

**Organized by the Spanish Presidency with the support of the European CAF Resource Centre (European CAF RC-EIPA)**

Venue: IFEMA, Campo de las Naciones, Madrid

### **Friday 6th October**

**8:45-9:15.** Registration

**9:15-9:30.** Welcome address.

Ms. Silvia Sancho Martín, Deputy director general of the general inspectorate of services of the General State Administration.

Ms. Gracia Vara, Head of CAF Resource Center. European Institute of Public Administration (EIPA).

**9:30-10:00.** Presentation. *Spanish EU priorities. Zooming in CAF & Quality Management Approaches in the EU.*

Ms. Marta Crespo Calzada, Advisor in the Support Unit of the Directorate General for Public Governance.

Ms. Begoña Lázaro Álvarez, Advisor of the Directorate-General for Public Governance and CAF Spanish Correspondent.

**10:00-10:45.** Panel discussion. *EPSA and Spanish National Awards.*

Mr. Christoph Klika, Project leader of the European Public Sector Awards (EPSA), European Institute for Public Administration, EIPA.

Ms. Begoña Lázaro Álvarez, Advisor of the Directorate-General for Public Governance and Spanish CAF National Correspondent.

Ms. Isabel Casado, SAMUR PC, and Mr. Santiago Vélez, AEMPS, representatives of national award-winning organizations.

**10:45-11:15.** Coffee break and family photo.

**11:15-11:45.** Presentation. *Public Administration Quality Management - The European Commission's perspective*. Ms. Mina Shoylekova, Head of sector Public Administration. Directorate-General for Structural Reform Support. European Commission (online)

**11:45-12:45.** Open structured debate. *Progress with CAF mainstreaming in the public sector in the EU and beyond: what is missing and what can be learned?*

Moderator: Ms. Tihana Puzić, CAF expert, European CAF Resource Centre, EIPA

*EIPA's research project on institutionalization.* Ms. Gracia Vara, Head of CAF Resource Center. European Institute of Public Administration, EIPA.

*The experience of SIGMA.* M. Nick Thijs, Senior Policy Advisor, SIGMA Programme, OECD.

*The experience of the Regional School of Public Administration, Western Balkans,* Olivera Damjanovic, Programme Manager, ReSPA.

**12:45-13:45.** Lunch

**13:45-14:45.** Workshops.

W1. *New Forms of work (including telework) and the added value of CAF (criterion 3: People) in implementing these new forms of work.*

Moderator: Mr. Javier Barace Morales, Area Coordinator, Deputy General Directorate Organization and Procedures, General Directorate of Public Governance

Case presenter: Ms. Begoña Lázaro Álvarez, Advisor of the Directorate-General for Public Governance and Spanish CAF National Correspondent.

Case presenter: Ms. Isabelle Verschueren, Belgium CAF National Correspondent, FPS Policy and Support (BOSA).

Rapporteur: Ms. Gracia Vara, Head of the European CAF Resource Centre, EIPA.

W2. *How to make CAF more attractive, pass the message.*

Moderator: Ms Sabina Bellotti, Italian CAF National Correspondent.

Case presenter: Ms. Natalia Nolan Flecha, Senior Policy Analyst Public Management and Budgeting. Public Governance Directorate, OECD.

Case presenter: Lluch Hernández, Madrid Salud.

Rapporteur: Ms. Tihana Puzić, CAF Expert, European CAF Resource Centre, EIPA.

**14:45-15:15.** Presenting the workshop results and short discussion on main findings.

**15.15-15:45** Coffee break

**15:45-16:45.** Latest developments within the CAF network.

Participants: European CAF Resource Centre & National CAF Correspondents.

- New developments on country level since April 2023  
TBC
- CAF in Education  
Ms. Isabelle Verschueren, Belgium CAF National Correspondent, FPS Policy and Support (BOSA)
- The revision of the External Feedback Procedure  
Ms Claudia Migliore, Director of Performance and Public Value, Formez PA
- The preparation of a new TSI proposal: initial findings.  
Ms. Gracia Vara, Head of the European CAF Resource Centre, EIPA
- CAF dynamics presented to Eastern Partnership  
Ms Katarzyna Dudzik, Polish CAF National Correspondent, Chancellery of the Prime Minister of Poland
- CAF e Tool  
Ms Tihana Puzić, CAF Expert, EIPA & Mr Björn Hölbling, Online Learning Officer, EIPA

**16.45-16:55.** Update upcoming presidencies.

**16:55-17:00.** End of the meeting.