

## **Course 3: Quality Assurance: Improving Public/private Organizations through Self-Assessment**

**5 days, ERASMUS+ KA1 Training Course in Athens:**

- 1. 29<sup>th</sup> of August to 2<sup>nd</sup> of September 2022 and**
- 2. 6<sup>th</sup> to 10<sup>th</sup> of March 2023**

**FEES 390€**

**Minimum participants number 7 & maximum 15**

### **Course Overview**

More than ever before, administrations in public and private sector, all cross Europe, face the challenge to demonstrate and improve their added value. Especially, in these times of socio-economic crisis and austerity, the policy effectiveness, operational performance and quality of public services are crucial factors in responding to the changing needs and expectations of citizens and enterprises. Numerous efforts have been undertaken to implement new techniques and methods to improve public/private organizations' efficiency, effectiveness, economic and social responsibility. Different approaches were launched across all types of public/private organizations and in all sectors, at the European, national, federal, regional and local level. In this direction self evaluation is the first step and Common Assessment Frame (CAF) is an easy and useful tool. Also will be discussed the ISO (International Standardization Organization) as a second level evaluation and certification/ accreditation procedure.

### **Course Methodology**

The course is based on "learning by doing and reflecting" a training method through various collaborative activities. The content and fundamental information will be introduced through thematic modules within a group instructional setting. The purpose of this manual and guidelines is to support people working in public administrations in their day-to-day journey of delivering a quality service. Case studies and evaluation simulation procedure will be used.

### **Modulus:**

#### **Modulus 1**

- Quality assurance and administration
- Quality assurance instruments
- ISO and CAF operation (planning, organizing, leading, controlling)
- CAF five main purposes (public administration introduction into the culture of excellence and the principles of TQM, fully-fledged cycle integration, self-assessment and bench learning between public sector or organizations facilitation,
- CAF and Excellency

#### **Modulus 2**

- The CAF model

- Principal of Excellence (Results orientation, Citizen/Customer focus, Leadership and constancy of purpose, Management by processes and facts, People development and involvement, Continuous learning, innovation and improvement, Partnership development, Social responsibility)
- The content of the CAF 2013 Model
- The guidelines for implementation
- How to use the CAF 2013 Model,
- CAF Model Criteria presentation

### **Modulus 3**

- CAF Model Criteria
- Criterion 1: Leadership (with 4 sub-criteria and other subjects/requirements)
- Criterion 2: Strategy and Planning (with 4 sub-criteria and other subjects/ requirements)
- Criterion 3: People (with 3 sub-criteria and other subjects/requirements)

### **Modulus 4**

- Criterion 4: Partnerships and Resources (with 6 sub-criteria and other subjects /requirements)
- Criterion 5: Processes (with 3 sub-criteria and other subjects/requirements)
- Discussion about the second part of CAF the Results 4 Criteria (Citizen/Customer-oriented Results, People Results, Social Responsibility Results, Key Performance Results).
- Self Assessment simulation
- Role of the scoring system
- Steps to improve organization with CAF

### **Modulus 5:**

- Case study
- Scheme A : Pro forma self-assessment sheet for classical scoring, Scheme B : Action sheet
- Data Analysis
- Results discussion
- Measurement of our own progress
- Guidelines for Improving Organizations using CAF/Glossary
- Follow up

### **Learning outcomes**

- Learn and integrate the 9 criteria and 29 sub-criteria in our organization administration system, aiming at a higher maturity level and the continuous improvement
- theoretically and experientially learning, about how to introduce public administrations into the field of quality management, culture of excellence and their principles
- familiarization with the measure your own progress procedure and design the suitable improvement actions
- self-assessment of a public/private organization facilitation in order to obtain a diagnosis and a definition of improvement actions
  - to help out the promotion of peer review and bench learning within the staff and between organizations

- acquisition of a common language that allows staff and managers in an organization to discuss
- Support continual professional development, revise and develop key competences, build confidence in promoting innovative pedagogies that are responsive to mixed ability classes
- Meet colleagues of different nationalities within the EU, engage in cross-cultural learning experience, exchange ideas and build a network for future international cooperation.
- Enrich communication skills, improve foreign language competencies, broaden professional vocabulary and promote EU's broad linguistic diversity.

### **General Course Information**

#### **Minimum participants number 7**

#### ***Before the Course:***

You would be required to fill a Questionnaire.

You will receive all the necessary information.

#### ***After the Course:***

Course evaluation form

Certificates

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If the weather conditions allow, the first seminar could be held nearby to Thessaloniki, in a seaside area.

Registration mail: [sip@society-in-progress.eu](mailto:sip@society-in-progress.eu)

EPALE: <https://ec.europa.eu/epale/en/partner-search/requests/quality-assurance-improving-publicprivate-organizations-through-self>