



Аппарат Правительства
Кыргызской Республики



*United Nations Development Programme
Regional Bureau for Europe and the CIS, Bratislava Regional Centre
Regional Centre for Public Administration Reform (RCPAR)*

IQUAL Multi-Country Activity
Improving quality of public management through application of the CAF model
2-4 February 2010, Bishkek, Kyrgyz Republic
Blue Room at the “Ak-Keme” Hotel

AGENDA

TUESDAY, 2 FEBRUARY

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| 8.30 – 9.00 | Registration |
| 9.00 – 9.10 | Welcoming speech – Oleg Tarbinsky , Deputy Head of the Government Apparatus of the Kyrgyz Republic |
| 9.10 – 9.20 | Welcoming speech - Nuripa Mukhanova , Secretary General of the Anti-Corruption Business Council
Dmitry Maslov , IQUAL Initiator/Coordinator, Scientific Centre for Benchmarking and Excellence, Russia |
| 9.20 – 9.30 | Welcoming speech – Panos Liverakos , Team Leader of UNDP/Regional Centre for Public Administration Reform
Patrick Staes , Seconded National Expert, Leader of the CAF Resource Centre, EIPA |
| 9.30 – 11.00 | Presentation 1: General overview of the CAF, criteria and sub-criteria |
| 11.00 – 11.15 | Coffee break |
| 11.15 – 12.30 | Exercise 1: “Identify the sub criteria”: discussion in small groups |
| 12.30 – 13.15 | Exercise 1: “Identify the sub criteria”: presentation of the results in plenary session and discussion |
| 13.15 – 14.15 | Lunch at the hotel “Ak-Keme” |
| 14.15 – 14.45 | Presentation 2: Self-assessment with CAF and the scoring system |
| 14.45 – 15.15 | Exercise 2: Give a score: discussion in small groups |
| 15.15 – 15.30 | Coffee break |

15.30 – 16.00	Exercise 2: Give a score Presentation of the results in plenary session and discussion
16.00 – 16.45	Presentation 3: The process of self assessment
16.45 – 17.15	CAF movie: The CAF – A European effort towards continuous improvement in the public sector
17.15 – 17.30	Presentation of the case study and the exercise

WEDNESDAY, 3 FEBRUARY

09.00 - 09.15	Welcome
09.15 - 09.30	Intro day 2 with questions and answers on Day 1
09.30 - 10.30	Exercise 3: Case study, phase 1, Identify criteria and sub criteria Discussion in small groups
10.30 - 10.45	Coffee break
10.45 - 11.30	Exercise 3: Case study, phase 1, Identify criteria and sub criteria Presentation of the exercise in plenary session
11.30 - 12.15	Exercise 3: Case study, phase 2, identify strengths and areas of improvement regarding each sub-criterion and give a score to each sub-criterion. Discussion in small groups
12.15 – 13.00	Exercise 3: Case study, phase 2, identify strengths and areas of improvement regarding each sub-criterion and give a score to each sub-criterion: presentation of the exercise in plenary session
13.00 - 14.00	Lunch at the hotel “Ak-Keme”
14.00 - 14.45	Exercise 3: Case study, phase 3, propose an action to improve the management in the field of each sub-criterion and draft a prioritized action plan: discussion in small groups
14.45 - 15.30	Exercise 3: Case study, phase 3, propose an action to improve the management in the field of each sub-criterion and draft a prioritized action plan: presentation of the exercise in plenary session
15.30 - 15.45	Presentation 5: Prioritize improvement actions
15.45 - 16.00	Coffee break
16.00 - 16.15	Exercise 4: Prioritise improvement actions: discussions in small groups
16.15 - 16.45	Exercise 4: Prioritise improvement actions: presentation of the results in plenary session and discussion
16.45 - 17.00	Conclusions End of the seminar

THURSDAY, 4 FEBRUARY

Study visits to the government structures to examine good practices of public administration reform in Kyrgyzstan:

1. State Personnel Service (in the morning)
2. State Registration Service (in the afternoon).