

Exercise CAF 1: Identify the sub criteria

The following statements correspond to sub criteria of the CAF.

Identify the sub criterion (2) by first specifying if this involves an enabler or a result (1).

Statements	E/R (1)	Sub criterion (2)	Score
1. The illnesses and the absenteeism are reduced with more than 30% since last year.			
2. The DG asked the HRM Director to develop a system of recruitment.			
3. The organisation carries out annual evaluations of the performances of its departments.			
4. The results of our survey of client satisfaction have shown that, for all our services, the high level of satisfaction of 95% is maintained.			
5. We know that our people are satisfied because we have a close cooperation with them.			
6. In the survey of people satisfaction, we ask if the annual evaluation of the individual performance is useful. On the base of the comments, we improved the evaluation system by integrating the managers' continuous feedback.			
7. In our organisation, the leadership establishes partnerships with professional associations and organisations that are representative of all the stakeholders.			
8. Various national and European awards were decreed to the city of Vienna for the restoration of different historical buildings.			
9. For the first time in 5 years, the Court of Auditors emitted any remarks on the organisation's financial management.			
10. An analysis of the needs as regards necessary skills, led to the drawing of a training and internal mobility plan. This will allow to adapt and to optimise the agents' skills with the aim of improving the quality of the public service.			
11. The performance's goals were met for more than 50 %. In comparison with last year a progress of 10% was established.			
12. The department establishes a system of integral management of our organisation: an evaluation tool in order to know where we are, a strategic approach to know what we have to reach and a system of scorecards to check if we are on course.			
13. A wide intranet makes it possible to affect a major group of collaborators.			
14. The common vision was translated into objectives centred on the public, the governments, the economic, commercial and scientific partners and the communities.			
15. Our organisation organises surveys on the needs of the citizens/customers and on the needs of all the agents and the internal customers as regards the accessibility of official documents and their digital conservation. This information is used annually to lay down the policy in this matter.			
16. The organisational self-evaluation seems to be a very appropriate tool to detect improvements and changes to be brought. The translation into objectives at the group's level and at the collaborator's individual level, is a good basis to establish and implement changes in a structured way.			
17. The systematic definition of the processes and their analysis were an initial condition to support planning. For all the elaborated processes, sufficient information was collected. On the basis of this data, processes are the subject of a thorough analysis and measurements.			