

Exercise CAF 3: How to score (2)

Enablers			
0 -10	The DG asked the HRM Director to develop a system of recruitment (2)	No evidence or only anecdotal evidence of an approach	
11-30	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 in the aim of improving the quality of the public service. (10)	An approach is planned	PLAN
31-50	The common vision was translated into objectives centred on the public, the governments, the economic, commercial and scientific partners and the communities.(14)	An approach is planned and implemented	DO
51-70	The systematic definition of the processes and their analysis were an initial condition to support planning. For all the elaborate processes, sufficient information was collected. On the basis of this data, processes are the subject of a thorough analysis and measurements (17)	An approach is planned, implemented and reviewed	CHECK
71-90	In the survey of people satisfaction, we ask if the annual evaluation of the individual performance is useful. On the basis of the comments, we improved the evaluation system by integrating the managers' continuous feedback (6)	An approach is planned, implemented and reviewed on the basis of benchmarking data and adjusted accordingly	ACT
91-100		An approach is planned, implemented, reviewed on the basis of benchmarking data, adjusted and fully integrated into the organisation	PDCA

Results		
0-10	We know that our people are satisfied because we have a close cooperation with them (5)	No results are measured
11-30	For the first time in 5 years, the Court of Auditors emitted some remarks on the organisation's financial management (9)	Key results are measured and show negative trends
31-50	The results of our survey of client satisfaction have shown that, for all our services, the high level of satisfaction of 95% is maintained. (4)	Results show flat trends and/ or some relevant targets are met
51-70	The performance's goals were met for more than 50 %. In comparison with last year a progress of 10% was established (11)	Results show modest progress
71-90	The illnesses and the absenteeism are reduced with more than 30% since last year. (1)	Results show substantial progress
91-100	Various national and European awards were decreed to the city of Vienna for the restoration of different historical buildings.(8)	Excellent results are achieved, positive comparisons to own targets are made and positive benchmarks against relevant