

***Improving quality of public management through application
of the CAF model (IQUAL)
CAF Training in Bishkek, Kyrgyzstan
Event report***

Date of the document	Report prepared by	Status
10 March 2010	<i>Dmitry Maslov, Scientific Centre for Benchmarking and Excellence (SCBE) of Ivanovo State Power University (ISPU), Russia</i>	<i>Draft No. 1</i>
MCA Coordinator		Person in charge of the event
<i>Dmitry Maslov, Scientific Centre for Benchmarking and Excellence (SCBE) of Ivanovo State Power University (ISPU), Russia</i>		<i>Oleg Tarbinsky, Deputy Head of the Government Apparatus of the Kyrgyz Republic, Nuripa Mukhanova, Secretary General of the Anti-Corruption Business Council</i>
MCA partners		
<ul style="list-style-type: none"> ▪ <i>Gordana Žurga, Secretary, Ministry of Public Administration, Slovenia</i> ▪ <i>Ilze Kurme, Quality manager, Ministry of Welfare, Department of Finance and Development, Latvia</i> 		

General information

Full title	2-day training “CAF in Action” and Study visit to Kyrgyz PA	
Location/s	Bishkek, Kyrgyzstan	
Key dates	Starting date	2 February 2010
	Ending date	4 February 2010
	Other dates (if relevant)	Arrival: 2010/02/01 Departure: 2010/02/05
Purpose / Objectives	The training aims for participants to gain a clear perspective on: - the CAF 2006 quality model and self-assessment process; - how to adapt the self-assessment process to each organisation; - the initiation and implementation of improvement plans; - outlines of CAF training schemes; - use of CAF enabling e-tools. Study visit to Kyrgyz Public Administrations is for good practice exchange and share learning	
Number of participants	Total number	20
	Per country	RU – 1, KZ – 2, SI – 1, LV – 1, KG – 19, RCPAR – 2
List of lecturers / trainers / external experts	<i>Patrick States, Seconded National Expert & Nick Tijes, Lecturer, EIPA CAF Resource Centre, Maastricht, NL</i>	
Brief summary of the event	<i>CAF Training gave participants a systematic view on how CAF works. During study visit Kyrgyz colleagues presented to IQUAL delegates their good practices in field of quality improvement and results which were achieved.</i>	

Agenda

Day 1		
Date and location	2 February 2010, Bishkek, Ak-Keme Hotel	
List of main sessions / working groups	Title	Person in charge
	<ul style="list-style-type: none"> ▪ General overview of the CAF, criteria and sub-criteria ▪ Self-assessment with CAF and the scoring system ▪ The process of self assessment ▪ CAF movie: The CAF – A European effort towards continuous improvement in the public sector 	<i>Patrick States, Seconded National Expert & Nick Tijes, Lecturer, EIPA CAF Resource Centre, Maastricht, NL</i>
Results / Learning points	Participants have got clear understanding of and sufficient knowledge about the CAF 2006 quality model itself and the self-assessment process	
Day 2		
Date and location	3 February 2010, Bishkek, Ak-Keme Hotel	
List of main sessions / working groups	Title	Person in charge
	<ul style="list-style-type: none"> ▪ Case study, Identify criteria and sub criteria, propose an action to improve the management in the field of each sub-criterion and draft a prioritised action plan: discussion in small groups, presentation of the exercise in plenary session ▪ Prioritise improvement actions: discussions in small groups, presentation of the results in plenary session 	<i>Patrick States, Seconded National Expert & Nick Tijes, Lecturer, EIPA CAF Resource Centre, Maastricht, NL</i>
Results / Learning points	Participants have got clear understanding of and sufficient knowledge about the following: <ul style="list-style-type: none"> - how to set up training at national, regional or organisational level; - launching improvement actions on a short, medium and long-term basis; - the benefits of e-tools, databases and bench learning with CAF. Participants are prepared to implement the CAF in public sector in their countries and are able to assist other organisations in the implementation of the CAF.	
Day 3		
Date and location	4 February 2010, Bishkek, State Personnel Service; Afternoon session: State Registration Service	
List of main sessions / working groups	Title	Person in charge
	Good practices in Kyrgyz Public Administrations	<i>Oleg Tarbinsky, Deputy Head of the Government Apparatus of the Kyrgyz Republic, Nuripa Mukhanova, Secretary General of the Anti-Corruption Business Council</i>
Results / Learning points	Kyrgyzstan needs more external contribution both the knowledge and practical experience how to use CAF more successfully as well as how to enhance efficacy of users.	

Materials / Outputs

Title	Author/s	Format of the document
CAF 2006 Brochure (RUS)	EIPA CAF RC, translated by Dmitry Maslov, Russian Organisation for Quality	<i>hardcopy / electronic – pdf</i>
Training Material (RUS)	EIPA CAF RC, translated by Dmitry Maslov, Russian Organisation for Quality	<i>hardcopy / electronic – pdf</i>

Evaluation

Did the event deliver upon its original objectives? And if no, why?	<i>Yes</i>
Did the event meet the expectations of the participants? And if no, why?	<i>Yes</i>
How effective were the trainer/s, facilitator/s, expert/s?	<i>Yes, Mr. Staes and Mr. Tijes are form the best and the most experienced CAF trainers</i>
How useful in general was the whole event? What may be the effect of this event?	<i>It is good starting point for starting to implement CAF in Kyrgyzstan</i>
Other comments and remarks	

<if a separate evaluation report exists, please put it in the annex>

Please, describe the follow-up to the event (if any)

- CAF Distance training for 25 officials from Kyrgyzstan, Kazakhstan and Russia in the “Bumurang” Distance learning System organized by Scientific Centre for Benchmarking and Excellence (9 March – 24 April 2010)

Please, describe eventual challenges and problems regarding organization of the event

1. There were some communication problems during preparatory phase because of changes in Kyrgyz Government

Please, indicate suggestions and recommendation for future organization of similar events

List of annexes:

- A. IQUAL Newsletter, Issue #5, January-February 2010 (pdf)
- B. Scans of articles about training in 2 Kyrgyz Newspapers (jpg)