




PORTUGAL 2007
 Presidência do Conselho da União Europeia

3rd CAF Users Event

“CAF Enforcement in the Regional Administration of the Azores – Challenges and Strategies ”

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3rd European CAF Users Event, Lisbon 11-12 October 2007

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IX AZORES REGIONAL GOVERNMENT

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Carlos César"] --- VP["VICE-PRESIDENT  
Sérgio Ávila"]
    P --- AS["ASSISTANT REGIONAL SECRETARY  
Carlos Corvelo"]
    P --- RSP["REGIONAL SECRETARY OF THE PRESIDENCY  
Vasco Cordeiro"]
    P --- RSES["REGIONAL SECRETARY FOR EDUCATION AND SCIENCE  
Alamo de Meneses"]
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José Contente"]
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Domingos Cunha"]
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Duarte Ponte"]
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Noé Rodrigues"]
    P --- RERS["REGIONAL SECRETARY FOR ENVIRONMENT AND SEA  
Ana Paula Marques"]
  
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DRR Nº 38-A/2004/A de 11/12
 DRR Nº 19/2006/A de 5/06



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- Azores is a archipelago, in the Atlantic Ocean, with nine islands
- The Autonomous Region of Azores is one of the two autonomous regions of Portugal
- Population: 239.000
- Regional administration workers: 18.359 (represents 18% of the azorean workforce)



Corvo island



Flores island



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São Jorge island



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Faial island



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Pico island



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Graciosa island



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Terceira island



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São Miguel island



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Santa Maria island



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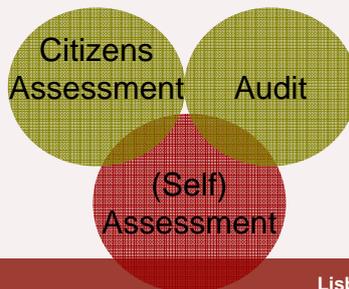
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- IX Azores Regional Government Programme (2005-2008)
- Regional Plan for Quality Promotion in Public Services

Strategic Vectors

- ✓ Companies
- ✓ Public Service
- ✓ Citizenship



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Strategy Adopted

- ➔ Government Regulation n° 2/2006
 - Order to create Promotion Quality Teams
 - Obligatoriness of Self Assessment in each organization
 - Periodically schedule
- ➔ Self Assessment for Regional Educative Sector (QUALIS)
 - Regional Executive Law (DLR n° 29/2005/A)
 - To adapt CAF examples to Public Educative Sector
 - Obligatoriness of Self Assessment in all public schools
 - Periodically schedule

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**General Coordination
 Government Vice-Presidency
 Regional Directorate for Organization
 and Public Administration**

- ✓ To follow up the implementation of CAF
- ✓ To coordinate the Quality Promotion Teams
- ✓ To train all members of Quality Promotion and Self Assessment Teams, in 2006-2007:
 18 training sessions - 12h (400 participants)
 1 Workshop (168 participants)
- ✓ To design a Users Book for the Teams, considering the specificness of the azorean strategy
- ✓ To follow up the Improvement Actions Plan



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**Department Coordination
 Quality Promotion Teams - 8**

**(Self) Assessment
 Teams (EAA) – 138
 (CAF – 100+
 Qualis – 38)**

- ✓ To follow up the implementation
- ✓ To coordinate the Self Assessment Teams
- ✓ To follow up the Improvement Actions Plan
- ✓ To report to General Coordination the Improvement Actions Plan in a quarterly basis

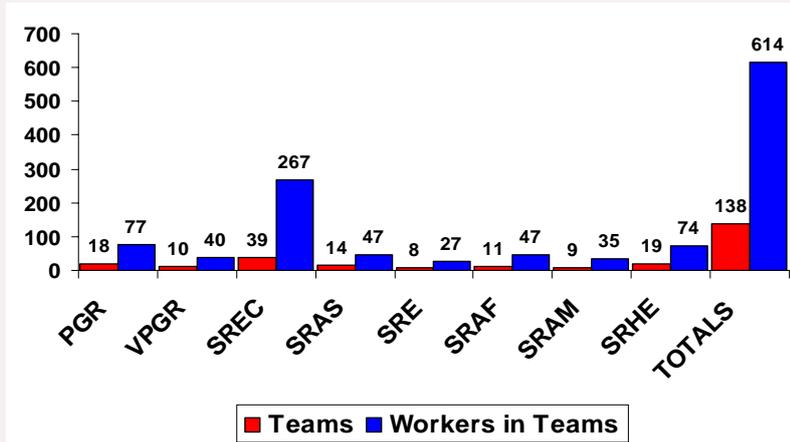


- ✓ To develop the Self Assessment in each Organization
- ✓ To prepare the Improvement Action Plans
- ✓ To send to the Department Coordination the Final Report



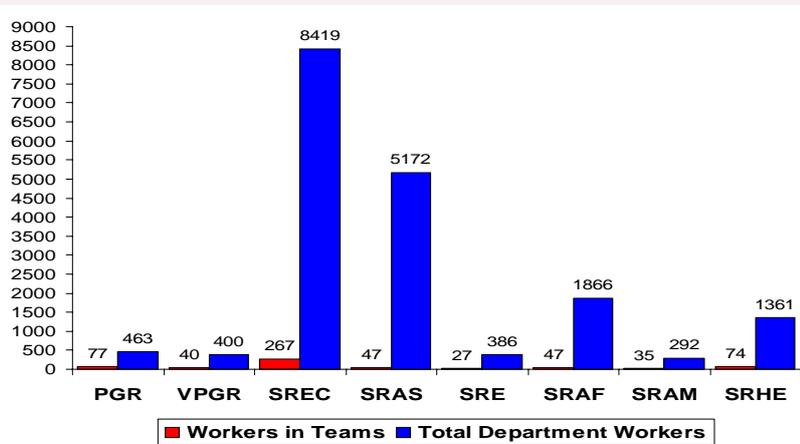
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Department Involvement



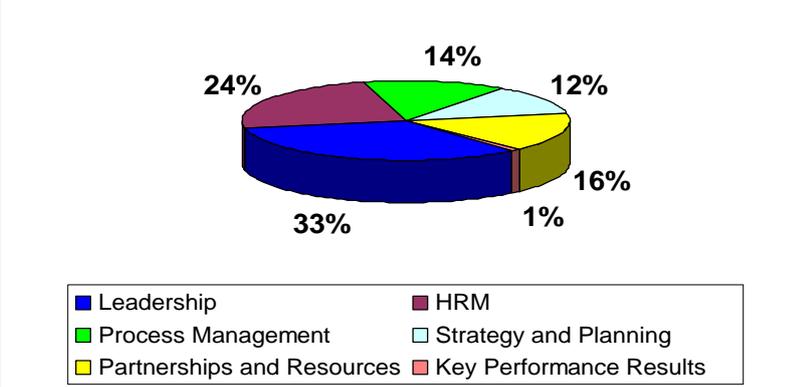
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Team Workers vs. Total Department Workers



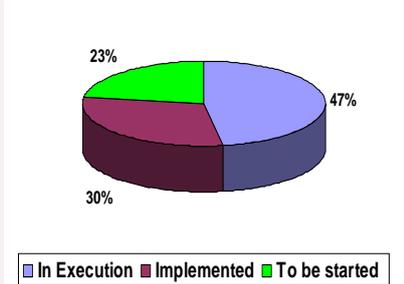
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Improvement Actions Identified



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Balance of the 316 Identified Improvement Actions



Implemented	In Execution	To be started	Total
94	150	72	316

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Goals Achieved

- Involvement of employees in the Improvement Process
- Discovery of the strengths and areas for improvement
- Measurement of the progress over time, through periodic self-assessment
- Integration of various quality initiatives into normal “business” operations
- Management by processes and facts
- Knowledge of the direction to follow for improvement activities

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Thanks for your attention!

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For more informations www.azores.gov.pt

