

International Conference on Implementation of the Common  
Assessment Framework in Local Authority

**PROGRAM FOR SPEAKERS**

**Thursday, 27 March, 2008**

20.30 Welcome Drink at Divani Apollon Palace & Spa (Pelagos Bar)

**Friday, March 28, 2008**

**07.30 – 08.30** **Fridays speakers hand in their presentations at the technical desk situated in front of the conference room (Platon).**

09.00-9.30 Registrations desk in front of conference room.

**09.30- 11.00**

**Welcome speeches**

\*Welcome speech of the Mayor of Municipality of Voula,  
Mr. G. Mantesis

\* Welcome speech of the Mayor of Municipality of  
Argyroupolis, Mr. D. Efstathiadis

\* Welcome speech of the Mayor of Municipality of N. Penteli,  
Mr. K.Kosovitsas

\* Welcome speech of the Mayor of Municipality of Peristeri,  
Mr. A. Pachatouridis

11.00

**Opening speech of the conference**

Mr.Vasilios Andronopoulos, General Secretary of Public  
Administration and e-government, Ministry of Interior

11.30

**A' MAJOR TOPIC:**

11.31

**Common Assesment Framework in Europe, 2008**

**Chairman:**

**Leonidas Kouris, Prefect of East Attica**

**Secretary:**

**Georgios Mantesis, Mayor of the Municipality of Voula**

11.30 – 11.45

**Dr. Andre Filipe Ferreira da Cunha Aleixo, Portugal**

CAF- the first step towards an institutional total quality management  
approach at Camara Municipal do Porto, the second largest  
Municipality in Portugal

11.45– 12.00

**Dr. Miltiadis Kavrakos, Municipal Enterprise for the Dev.of  
Voula, Greece**

Intermunicipal Application of CAF– an innovative tool for the  
operation of the Local Government.

12.00 – 12.15

**Elisa Marjatta Vuorinen, Finland**

Development Project for operations & productivity management (Toti)

- 12.15 – 12.30 **Dora Partassides, Cyprus**  
CAF in the State General laboratory (SGL) of Cyprus
- 12.30 – 12.45 **Even Fossum Svendsen, Norway**  
CAF in the education sector
- 12.45 – 13.00 **Coffee Break**
- 13.15 **B' MAJOR TOPIC**
- Common Assessment Frame Work – Local Authorities – Government Policies**
- Chairman: Mr.Dimitris Efstathiadis, Mayor of the Municipality of Argyroupolis**
- Secretary: Stefanos Paschalidis, General Manager of Municipal Enterprise for the Development of Argyroupolis**
- 13.15 -13.30 **Dr.Michalis Christakis, Gen.Secretary of Municipality of Amarousion, Greece**  
“The Common Assessment Framework as a Tool of Qualitative Upgrade of the Administrative Mechanism in the Local Governments of Europe”
- 13.30 – 13.45 **Dr. Gordana Zurga, Slovenia**  
CAF as a Strategic Quality Tool in Public Administration of the Republic of Slovenia
- 13.45 – 14.00 **Brigitte Keller, Germany**  
Towards an ongoing improvement process with the help of self assessment
- 14.00 – 14.15 **Stefanos Paschalidis, Municipal Enterprise for the Dev. of Argyroupolis, Greece**  
Innovation in the application of CAF. The example of Argyroupolis
- 14.15- 14.30 **Tomasz Papaj, Poland**  
CAF, as a method of evaluating the quality of human resources management, in the public offices in the Polish region of Silesia. Research results
- 14.30 – 14.45 **A. Adolfo Ortega Lorente, Spain**  
Cooperation between central government and rural communities developing CAF in leader + groups
- 14.45 – 15.00 **Dr. Wilbirg Mitterlehner, Austria**  
CAF as a part of quality management
- 15.00–15.15 **Bougoulias Konst. Lieutenant, Navy, Greece**  
Ministry of Defence / Economic Planning and Support General Division/ Human Resources and Environment Division.  
The CAF application in the Orthopeadic Clinic of the Marine Hospital of Athens
- 15.15 – 16.45 **Light Lunch at hotels main restaurant Anemos.**

17.00

## C' MAJOR TOPIC

### **Common Assesment Frame Work- Cases Presentation Part A'**

**Chairman:** Mr. Spiridon Lioukas Professor of Admin. Science of Economic University of Athens

**Secretary:** Andreas Kasdaglis, Chairman of the Municipality Council of Voula

17.00 – 17.15

**Dr. Jose Lino Ramos, Πορτογαλία**

The contribution of the Common Assessment Framework to the improvement of the front-office

17.15 – 17.30

**Maria Liatiri, responsible for the Communication in the Project Team for the Application of the CAF, for the Municipality of Ilion, Greece**

“The experience of the Common Assessment Framework

Application in the Administrative Services Division of the

Municipality of Ilion”

17.30 – 17.45

**Vlachos Nikolaos, Municipal Enterprise for the Development of Voula, Greece**

The application of CAF in the Municipality of Voula

17.45 – 18.00

**Evi Lappa, Programming – Development in Communication Technologies, Municipality of Panorama Thessaloniki, Greece**

Innovative qualitative and immediate service to citizens

18.00 – 18.15

**Indre Buteniene, Lithuania**

Using CAF in Klaipeda City Municipality Administration (Lithuania) as a tool to improve result-based management

18.15 – 18.30

**Jose Ochoa Berganza, Spain**

CAF in Navarra (Spain): Implementation in small towns

18.30 – 18.45

**Martin Stainer, Czech Rep.**

Benchmarking project between Czech municipalities

18.45 – 19.00

**Vitomir Pretnar, Slovenia**

The use of CAF for starting changes in the Municipality Radovljica

19.00 – 19.15

**Ana Maria Castilho, Portugal**

CAF at Seixal City Hall: a milestone to excellence

19.15 – 19.30

**Papatheodorou Nikolaos, Head of the Independent Quality and Efficiency Department Region of Western Greece**

Pilot Application of the Common Assessment Framework (C.A.F.) in the Region of Western Greece

19.30 – 19.45

**Jan Sledsens, Belgium**

General quality measurement and quality development in the public centre for social welfare (OCMW) of Grobbendonk by using CAF

19.45 – 20.00

**Ivana Truccolo, Italy**

Using CAF for libraries and biomedical organizations in Italy

- 20.30 Departure by coach from the Divani Apollon Palace & Spa to the restaurant Vive Mare
- 21.00 Dinner at the Vive Mare Restaurant

### **Saturday, March 29, 2008**

- 07.30 – 08.30** Saturdays speakers hand in their presentations at the technical desk situated in front of the conference room (Platon).
- 09:00 **C' MAJOR TOPIC**  
**Common Assesment Frame Work –  
Cases Presentation Part B'**
- Chairman:** Vrasidas Leopoulos, NPS Senior Lecturer of National Technical University of Athens
- Secretary:** Grigorios Konstantelos, Vice Mayor, for Management & Economics of Municipality of Voula
- 09.00 – 09.15 **Ingeborg Maes, Belgium**  
Total Quality Management in the City of Ghent (Belgium)
- 09 15- 09.30 Sofia, Simoni-Eustratiou Municipality of Zografou, Greece  
CAF application in the Municipality of Zografou
- 09 30- 09.45 **Ana Margarida Laranjeira, Portugal**  
CAF enforcement in the regional administration of the Azores-  
Challenges and Strategies
- 09.45 – 10.00 **Danilo Orlandini, Italy**  
The actions of an Health Authority with CAF criteria: the Society results criterion
- 10.00 – 10.15 **Aggeliki Koukouna, Municipality of Nea Penteli, Greece**  
“First CAF application in the Municipality of Nea Penteli”
- 10.15 – 10.30 **Dorin Simion Rusu,Romania**  
Using CAF in prefecture of Sibiu Country. Path dependency vs. Innovation
- 10.30 – 10.45 **Sofia Dimitriou, Depury Mayor for Administrative, Municipality of Petroupoli, Greece**  
Administration as a tool of organizational changes
- 10.45 – 11.00 **Paulo Alves Machado, Portugal**  
Alcochete Municipal Museum
- 11.00 – 11.15 **Zoi Leontakianakou, Limited Company for the Development of Peristeri, Greece**  
The application of the Common Assessment Framework in the Municipality of Peristeri
- 11.15 – 11.30 **Avgitsou Evgenia Prefecture of Kavala**  
The application of the Common Assessment Framework in the Prefecture of Kavala

11.30 – 11.45	<b>Pr. Anastasios Karasavoglou, Technological Educational Institution of Kavala , Greece</b> The application of the Common Assessment Framework in the Municipality of Xanthi – Some preliminary findings
11.45 – 12.00	<b>Lieutenant Konstantinos Konstantinidis, Ministry of Defence / Economic Planning and Support General Division/ Human Resources and Environment Division Greece</b> The CAF application in the 1 <sup>st</sup> Surgery Clinic of the 251 Aviation General Hospital
12.00 – 12. 15	<b>Coffee Break</b>
12.15	<b><u>D' MAJOR TOPIC</u></b> <b>The Future of Common Assesment Frame Work</b>
<b>Chairman:</b>	<b>Dr. Nikolaos Michalopoulos, Head of the Directorate of Quality and Efficiency of the Greek Ministry of Interior Affairs, Hellas, Greece</b>
<b>Secretary:</b>	<b>Dr. Miltiakis Kavrakos, Manager of the Municipal Enterprise for the Development of Voula</b>
12.15 – 12.30	<b>Maximilian Biwald, Austria</b> CAF & BSC in the Vienna City Administration
12.30 – 12.45	<b>Peter Weyns, Belgium</b> CAF - Ariadne self assessment of an ITC-project
12.45 – 13.00	<b>Monika Jurkovicova, Head of Quality Department, Σλοβακία</b> Quality management in the public administration in the Slovak Republic
13.00 – 13.15	<b>Dr. Manfred Elmecher, Austria</b> CAF in Austria's Finance Administration
13.15 – 13.30	<b>Georgios Stamboulis, Enterprise Consultant – Chief EFQM evaluator ,Entity: Organotechniki S.A ,Greece</b> Internal coherence of the CAF model
13.30 – 13.45	<b>Anton Podgorsek, Slovenia</b> CAF - An instrument of proactive performance
13.45 – 14.00	<b>Nick Thijs, European Institute of Public Administration EIPA Maastricht, Holland</b> The use of organizational performance information for organizational improvement CAF-self evaluation and organizational improvement
14.00 – 14.15	<b>Henryka Piekarska Doctor of Social Sciences,Poland</b> The improvement process of the quality management in the Tax Office in Sierpc
14.15 – 14.30	<b>Filippos Lefkatis, Municipality of Latsion, Cyprus</b> Introduction of the Quality Operation System ISO 9001:2000 at the Technical Service of the Municipality of Latsion – Nicosia -
<b>14.30- 16.15</b>	<b>Conclusions. Round Table Discussion</b>

16.30	Departure for Cape Sounio meeting point hotel lobby.
16.30 – 17.00	Drive to Cape Sounio
17.30 – 18.00	Visit of the Temple of Cape Sounio with professional English Speaking guide (please wear walking shoes & jacket)
18.00 - 18.45	Meal at the restaurant near the temple
19.00	Departure and return journey to Divani Apollon Palace & Spa