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# 3rd European CAF Users Event

## A benchlearning project between Czech municipalities

Martin Štainer

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### CAF projects between Czech municipalities



- EDUKOL implementing two CAF projects at present
  - „Quality management implementation in conditions of Olomouc region municipal offices“ (04/2006-04/2008)
  - „Quality management of Moravian-Silesian Region municipal offices“ (06/2005-06/2008)
- The Projects are based on co-operation in the implementation, integration of procedures, exchanging and sharing „good practises“
- The Main goal is to raise quality management in municipalities, improve the provision of public services

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## Project background

- A long-term cooperation with public administration bodies (training and consultancy services in HRM)
- Number of representatives of municipalities seek to enhance quality, often using CAF model
- Municipalities are facing wide range of difficulties
  - lack of understanding of different components of CAF model
  - inappropriate choice of self-assessing methodology
- Projects use funding provided by ESF for the enhancement of the quality of training in organisations

## The parties involved

- The Czech Republic is divided into 14 self-governing regions
- ESF support in two regions
  - in each region six municipalities  
Olomouc region (Prostějov, Přerov, Hranice, Šumperk, Šternberk, Konice)  
Moravian-Silesian region (Karviná, Bílovec, Hlučín, Jablunkov, Studénka, Orlová)
- Each group comprise offices with:
  - experience in the implementation of the CAF model
  - little or no experiences in this respect

## The work process/the approach

- Projects last for two years (completed in mid-2008)
- Six workshops
  - participation of members of the self-assessment groups (SAGs)
  - each focused on different area related to CAF methodology
  - certain components concerning the improvement of the skills of the SAG members was added
- Two self-assessment periods in project durations
  - SAG members visit each others and engage discussion
  - external consultants participate SAG meetings
- Feedback from project participants
  - high rate of satisfaction (cooperation in new subjects)
  - exchanging ideas for improvement, sharing „best practices“, mutual assistance

## The main obstacles to the case

### Two main challenges

- elected municipal representatives are not always sufficiently convinced that it is correct to be involved in systematic process of improvement; difficult to ensure adequate support for the efforts
- the state of the bureaucratic machine, ESF administration

## What we have learned?

The main lessons are follows:

- EU membership is a great opportunity to carry out our intentions
- Introduce innovations into the municipal office setting, employees can come up with ideas (ideas are put into practice)
- Employees contribution to the improvement of their office's performance has strong impact on their motivation

## Project innovation content and adaptability

Our two projects are not based on an epoch-making notion.

We reassured ourselves of saying: „Simply does it“

Simple concept built on:

- importance of communication,
- help of a third party is crucial

Our idea is probably far from revolutionary, nevertheless it may not be as common in new EU states for such forms of sharing „best practices“

**All it takes is to find „the third party“.**

**Ladies and gentlemen,  
thank you for your attention !**

**Martin Štainer**

**EDUKOL training and consultancy association  
tř. listopadu 43, 772 00 Olomouc, Czech Republic  
[edukol@edukol.cz](mailto:edukol@edukol.cz), [www.edukol.cz](http://www.edukol.cz)**