CAF System
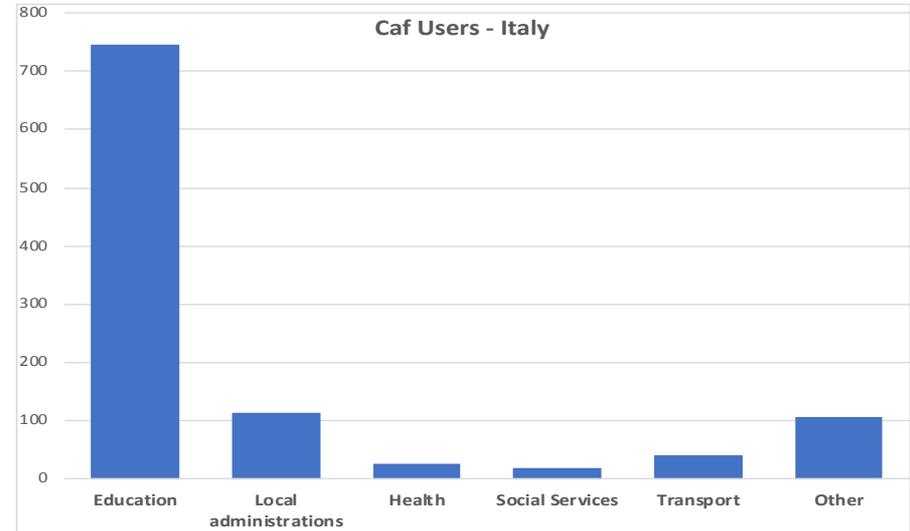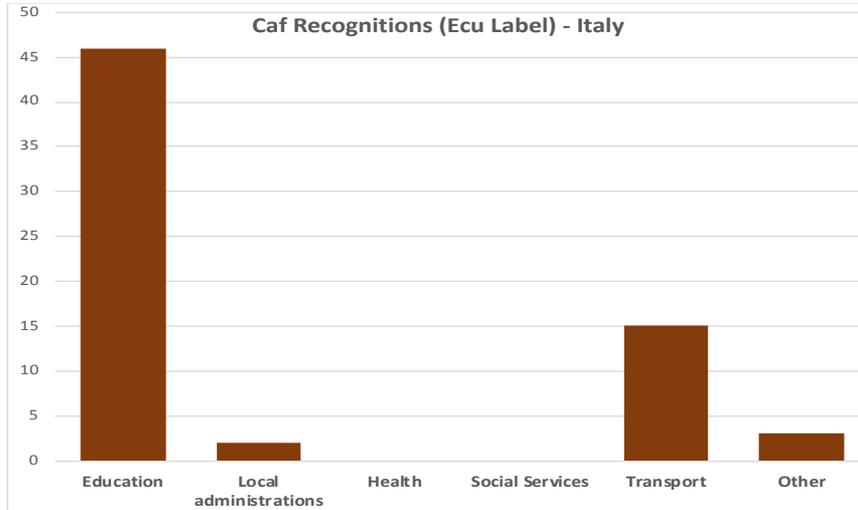# **Background and context**

Italian experience

Italo Benedini,
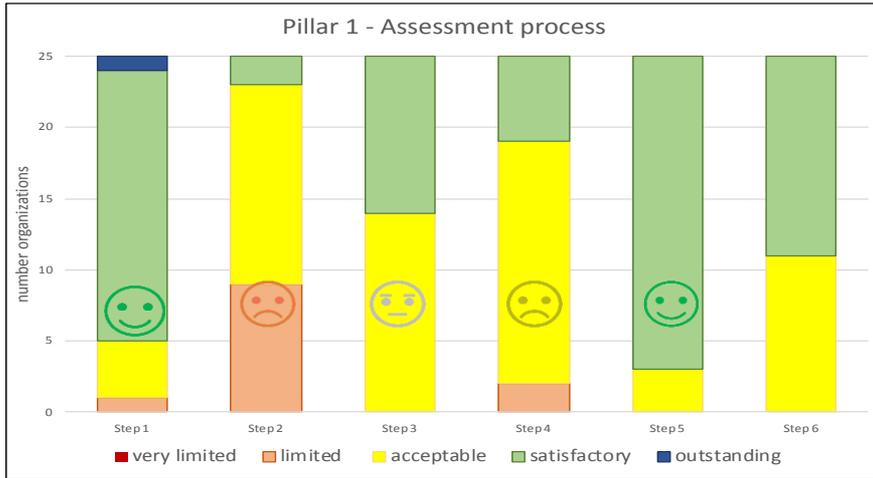CAF and EFQM teacher and assessor

CAF USERS AND CEF APPLICATIONS

- Very large number of Registered CAF Users (about 25% of the total)
- More than 70% of the users in a single sector (Education)

Caf Users - Italy

(bar chart: Education ~745, Local administrations ~110, Health ~25, Social Services ~15, Transport ~40, Other ~105; y-axis 0–800)

Caf Recognitions (Ecu Label) - Italy

(bar chart: Education ~46, Local administrations ~2, Health 0, Social Services 0, Transport ~15, Other ~3; y-axis 0–50)

- Very large number of ECU Labels (more than 50% of the total)
- 80% of success of participation to the recognition (85% in 3 last years)
- About 70% of the recognitions in a single sector (Education)

2

CEF APPLICATIONS – RESULTS PILLARS 1&2

Pillar 1 - Assessment process

Step 1 - Decide how to organize and plan the self-assessment

Step 2 - Communicate the self-assessment

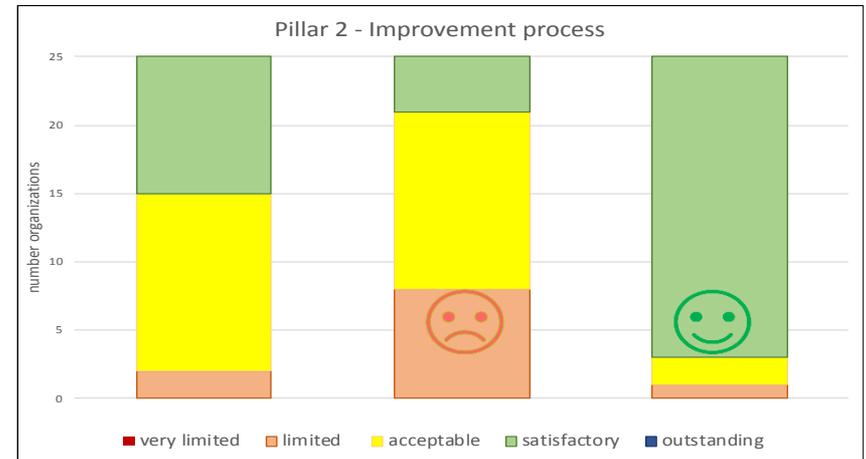Step 3 - Compose one or more self-assessment groups

Step 4 - Organize training

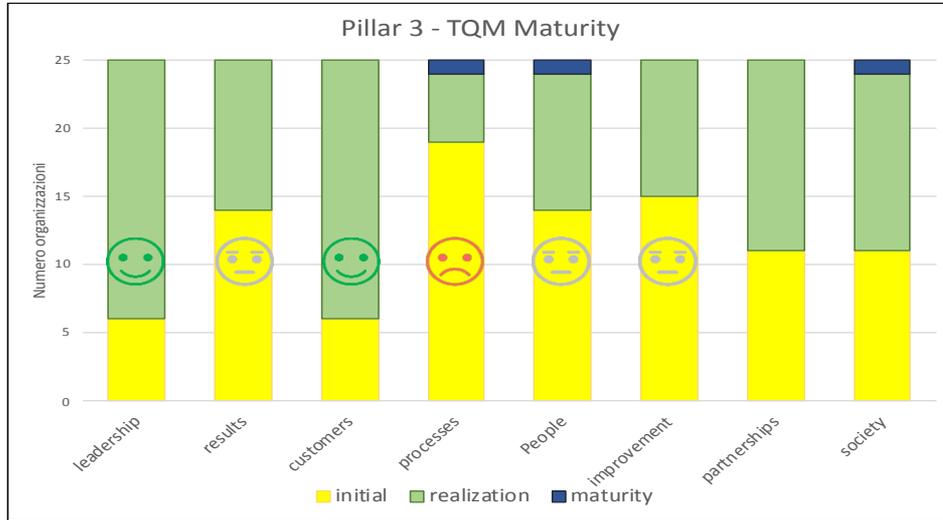Step 5 - Undertake the self-assessment

Step 7 - Draft an improvement plan

Step 8 - Communicate the improvement plan

Step 9 - Implement the improvement plan

Pillar 2 - Improvement process

3

CEF APPLICATIONS

Pillar 3 - TQM Maturity

Bar chart — Numero organizzazioni, categories: leadership, results, customers, processes, People, improvement, partnerships, society. Legend: initial (yellow), realization (green), maturity (dark blue).

PILLAR 3- RESULTS

- Attention of Leaders to sustain mission and vision and to drive the organization
- More attention required to results, involvement of people and continuous improvement
- Management by processes and data still to be reinforced

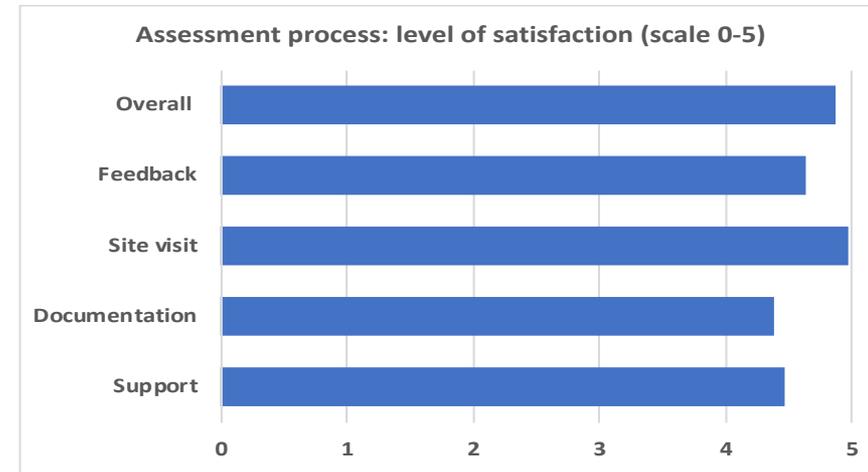Assessment process: level of satisfaction (scale 0-5) — Overall, Feedback, Site visit, Documentation, Support.

SATISFACTION LEVEL

- The results of satisfaction of the organization for the assessment process is very high, for the global added value and in particular for the site visit

4

CAF USERS AND CEF APPLICATIONS
FINAL CONSIDERATIONS

- High diffusion of the Model in some sectors (in particular Education)

- The application of the Model for self assessment and Improvement process is supported with a large number of dedicated tools (portals, webinars, on line training, …)

- Significant and positive experiences with CAF External Feedback Process, as tool to drive and verify the effective application of the Model and to motivate people

- Use of Model limited to few sectors of Public Administration

- The support from Public Institutions to the use of the Model is limited, except for Education (in past years)