



CAF Centre for better quality of public administration organisations in Slovakia

Educational, consultancy, and advisory centre for all public administration organisations interested in improving and providing higher quality services to their customers/citizens or businesses.

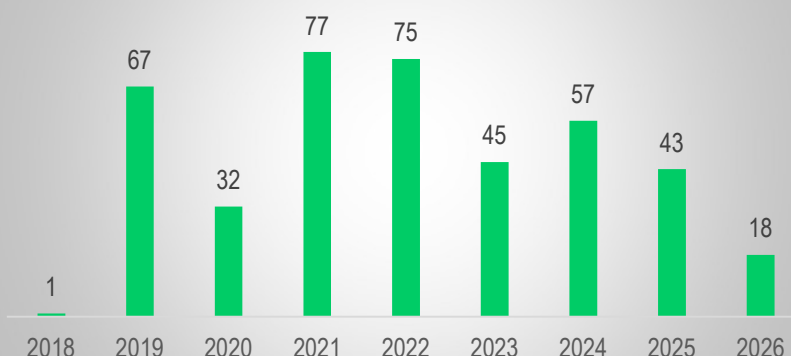


Total number of completed
CAF Centre training activities **415**

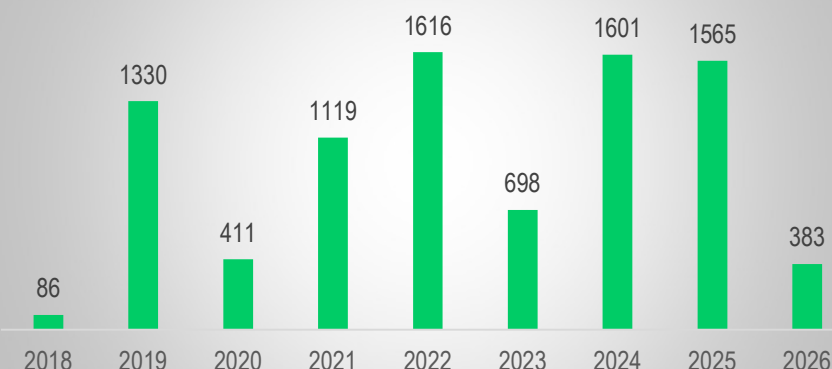
Total number of participants
in CAF Centre training activities **8809**

Total number of public administration organisations
whose employees participated in training through the CAF Centre **666**

Number of CAF centre trainings



Number of participants in CAF centre training



Successful CAF model implementations supported by the CAF Centre (2023 - 2024):

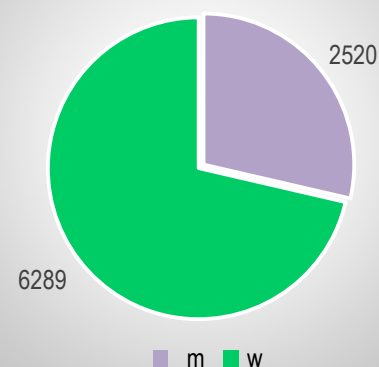


Satisfaction with training activities, trainers, and questionnaire return rate (in-person training activities)

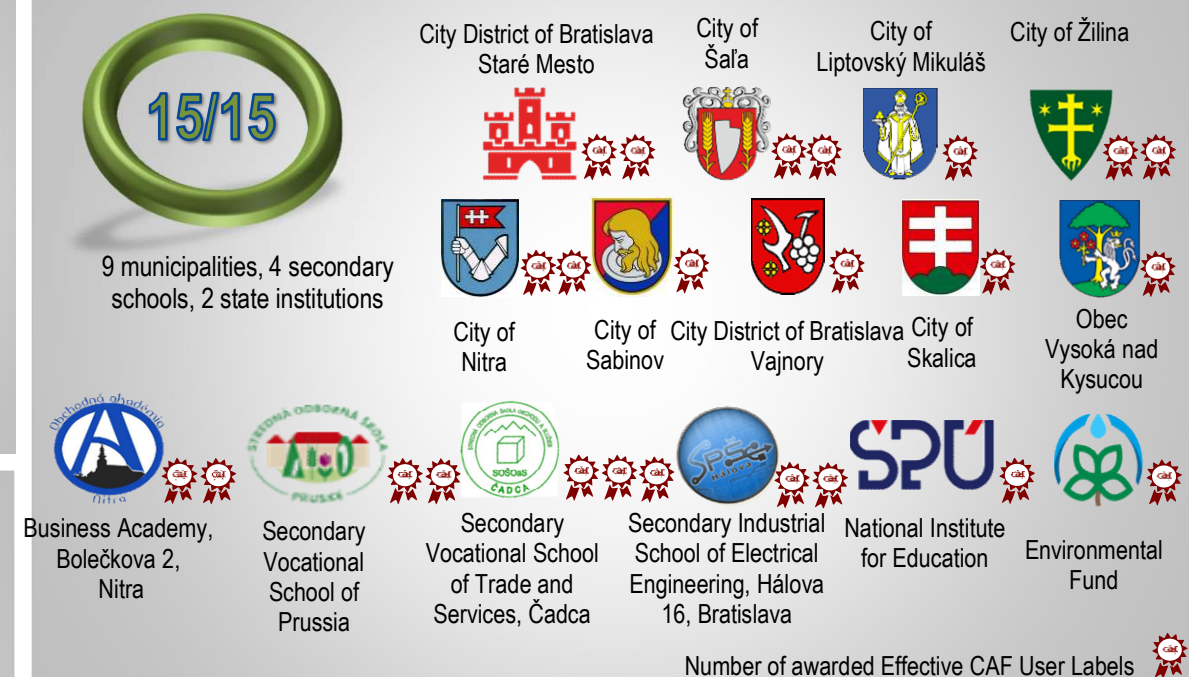


* Note: rating scale 1 - 4, where 1 is very satisfied, and 4 is very dissatisfied.

Number of participants in CAF Centre training by gender



Successful CAF model implementations supported by the CAF Centre (2020 - 2022):

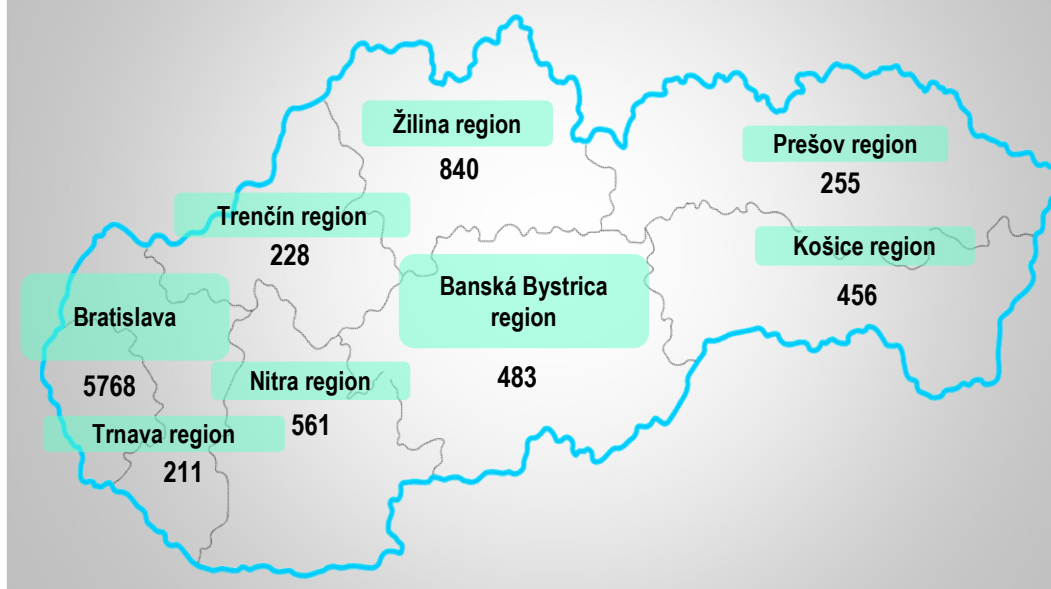


CAF centre website:



- All about CAF and its implementation
- Slovak database of CAF users
- Database of CAF model good practices
- Online search in the CAF Model Application Guide
- Online Easy CAF self-assessment tool
- Offer of CAF centre training activities
- Online registration for CAF centre training
- News from home and abroad
- Terminology dictionary in the field of quality
- Published methodologies and studies
- Basic information on the ISO 9001 Quality Management System and its implementation

Number of participants in CAF centre training by region



Published methodologies and studies

- Related to Total Quality Management - CAF Model:**
- Application issues in CAF model implementation in Public Administration
 - CAF Model Application Guide - Methodology for creating Self-Assessment Reports
 - Easy CAF
- Related to Management Systems:**
- Implementation of Management Systems in Public Administration (PA) Organisations
 - Support for effective management of PA institutions through management system standards
 - Implementation of the Anti-Bribery Management System according to the ISO 37001 standard
- Related to other topics of quality management and social responsibility:**
- Obtaining feedback from stakeholders
 - Social Responsibility in Public Administration
 - Methodology for the development of benchmarking in Public Administration
 - Tool for self-assessment of quality culture