

Draft program

**8th European CAF Users Event
12 April 2017, Sofia**

Public sector Organisations on their way to maturity: embedding the Principles of Excellence.

08:30 **Registration and Coffee**

09:00 Welcome and Opening by the Bulgarian authorities.

09:15 -09.45 **Plenary session 1: Key Note Speech 1.
Involvement of Top Management in the Quality Management Process –
Ensuring the Commitment and Buy-in of Decision Makers.**
Mr Veiko TALI, Secretary-General, Estonian Ministry of Finance.

09:50 – 11:00 **Parallel sessions 1**

Session 1: Results Orientation	Session 2: Citizen/Customer Focus	Session 3: Leadership and constancy of purpose	Session 4: CAF 2020
2 Case presentations	2 Case presentations	2 Case presentations	Learning lab on the content of the model

11:00 – 11:30 **Coffee break**

11:30 –13:00 **Parallel sessions 2**

Session 5: Management of Processes and facts	Session 6: Staff development and involvement	Session 7: Continuous innovation and Improvement	Session 8: CAF 2020
2 Case presentations	2 Case presentations	2 Case presentations	Learning lab on the guidelines /process CAF implementation

13:00 – 14:00 **Lunch**

14.00 – 14.45 **Plenary session 2. Key Note Speech 2:** Final choice to be defined

14.45 – 16.15 **Parallel sessions 3**

Session 9: Partnerships development	Session 10: Social responsibility	Session 11: Digitalisation	Session 12: CAF 2020
2 Case presentations	2 Case presentations	2 Case presentations	Learning lab on PEF

16:20 –16:50 **Plenary sessions 3. Key Note Speech 3: CAF 2020 in perspective.**
Conclusions of the learning labs on CAF 2020 by EIPA : Patrick STAES; Nick THIJS and Christiana TURCHETTI.

16:50 – 17.00 **Closure of the Event**
Mr. Pavel Ivanov, executive director of IPA