CAF-Feedback Report

Effective CAF-User

**[Name of the organization]**

**[Date]**

**CAF Feedback Experts (CAFFEX)**

**[Name 1],** [Institution]

**[Name 2],** [Institution]

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# Feedback Report

|  |  |
| --- | --- |
| **Name of the organization:** |  |
| **Address:** |  |
| **Contact Person:** |  |
| **Phone:** |  |
| **Fax:** |  |
| **Email:** |  |
| **Date:** |  |
| **CAFFEX Team:** |  |

## Part 1: General comments

|  |
| --- |
| **Main topics of the Feedback Report** |
| [Add a 1/2 page to describe the main topics in the feedback report] |
| **Key strengths** |
| [3-4 Central Strengths] |
| **Central improvement potentials** |
| [3-4 Central improvement potentials] |
| **Key recommendations** |
| [1/2-1 pages of key recommendations] |
|  |
| CAF label is awarded: **[X]** | CAF label is not awarded: **[X]** |

## Part 2: Feedback on the Self-Assessment Process

|  |
| --- |
| **General notes on the self-assessment process:** |
|  |
| **Step 1 – Decide how to organise and plan the Self Assessment**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
|  |
| **Step 2 - Communicate self-assessment project**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed: **[Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
|  |
| **Step 3 – Create a self-assessment group or groups**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
| **Step 4 - Organize Training**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
|  |
| **Step 5 - Perform the Self-Assessment**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed: **[Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
|  |
| **Step 6 – Prepare a report describing the results of self-assessment** Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |

## Part 3: Feedback on the CAF Improvement Plan

|  |
| --- |
| **General Notes on CAF Improvement Plan:** |
|  |
| **Step 7 – Draft an Improvement Plan, based on the accepted self-assessment report**Strengths* [……]

Potentials for Improvment* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
|  |
| **Step 8 - Communicate the Improvement Plan**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |
|  |
| **Step 9 - Implement the Improvement Plan**Strengths* [……]

Potentials for Improvement* […]
 |
| The activities were performed**: [Please mark grey]** |
| with very limited success | with limited success | in an acceptable manner | in a satisfactory manner | in an excellent way |

## Part 4: Feedback on maturity according to TQM principles

|  |
| --- |
| **[Please insert the selected principle of excellence]****Strengths*** [2-4 Strengths]

**Potentials for Improvement*** [2 -4 Potentials for Improvement]
 |
| The organization has achieved: | Initiation level not achieved | Initiation level achieved | Realisation level | Maturity level |
|  |
| **[Please insert the selected principle of excellence]****Strengths*** [2-4 Strengths]

**Potentials for Improvement*** [2 -4 Potentials for Improvement]
 |
| The organization has achieved: | Initiation level not achieved | Initiation level achieved | Realisation level | Maturity level |

## Part 5: Evaluation Profile

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Evaluation profile (pillars 1 and 2)** | **1** | **2** | **3** | **4** | **5** |
| The activities were carried out with /in ... | very limited success | limited success | acceptable way | Satisfactory way | excellent way |
| Step 1 - Decide how to organise and plan theself-assessment (SA). |  |  |  |  |  |
| Step 2 - Communicate the self-assessment project. |  |  |  |  |  |
| Step 3 - Create a self-assessment group or groups. |  |  |  |  |  |
| Step 4 - Organise Training |  |  |  |  |  |
| Step 5 - Perform the self-assessment |  |  |  |  |  |
| Step 6 - Prepare a report describing the results ofself-assessment. |  |  |  |  |  |
|  |  |  |  |  |  |
| Step 7 - Draft an improvement plan, based on the accepted self-assessment report |  |  |  |  |  |
| Step 8 - Communicate the Improvement Plan |  |  |  |  |  |
| Step 9 – Implement the Improvement Plan |  |  |  |  |  |
|  |
| Minimum score (including 3 steps with 4 points) = **28** | **Points:** |

|  |  |
| --- | --- |
| **8 Principles of Exzellece (Pillar 3)** | **Maturity Level** |
| **O** | **I** | **R** | **M** |
| 1. Result Orientation
 |  |  |  |  |
| 1. Citizen / Customer focus
 |  |  |  |  |
| 1. Leadership and constancy of purpose
 |  |  |  |  |
| 1. Management of processes and facts
 |  |  |  |  |
| 1. People development and involvement
 |  |  |  |  |
| 1. Continuous innovation and improvement
 |  |  |  |  |
| 1. Partnership development
 |  |  |  |  |
| 1. Social responsibility
 |  |  |  |  |
| All eight principles must at least reach the introductory stage (I).)  |