CAF-Feedback Report

Effective CAF-User

**[Name of the organization]**

**[Date]**

**CAF Feedback Experts (CAFFEX)**

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

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

Table

[I Feedback Report 4](#_Toc40026163)

[1 Part 1: General comments 5](#_Toc40026164)

[2 Part 2: Feedback on the Self-Assessment Process 6](#_Toc40026165)

[3 Part 3: Feedback on the CAF Improvement Plan 8](#_Toc40026166)

[4 Part 4: Feedback on maturity according to TQM principles 9](#_Toc40026167)

[5 Part 5: Evaluation Profile 10](#_Toc40026168)

# 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 the  self-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 of  self-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).) | | | | |