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**CAF USER CONFERENCE**

**October 19, 2022 (Prague Congress Centre, Panorama Hall)**

**Organised by the Czech Presidency**

**with the support of the European CAF Resource Centre (EU CAF RC-EIPA)**

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**Programme**

08:00 – 09:00 **Registration**

09:00 – 09:20 **Welcoming remarks**

*David Sláma, the Deputy Minister of Public Administration and eGovernment, Ministry of the Interior, CZ*

*Tihana Puzić, EIPA*

09:20 – 09:40 **The implementation of quality management systems in the central state administration)**

*Michal Czudek, Ministry of the Interior, CZ*

09:40 – 10:10 **Support of Quality Management in Municipal and Regional Offices and Quality Awards**

*Lenka Švejdarová, Ministry of the Interior, CZ*

*Hana Zelenková, Ministry of the Interior, CZ*

10:10 – 10:30 **Czech Healthy Cities – supporting quality and strategic management at local level***Jitka Boušková, Head of Office, Healthy Cities of the Czech republic, CZ*

10:30 – 11:00 **Coffee Break** (Congress Hall Foyer 1A)

11:00 – 11:20 **Entrepreneurial Regional governance**

*Miroslav Daněk, Head of Regional Strategy Management Unit at the Ministry of Regional Development, CZ*

11:20 – 11:40 **Public administration innovations in the Czech Republic – a report on the current state of matter**

*Miroslav Jurásek, Ministry of the Interior, CZ*

11:40 – 12:00 **Innovations of the public sector – the best practices of the Polish Ministry of Climate and Environment**

*Agnieszka Tomaszewska, Ministry of Climate and Environment, PL*

12:00 – 12:20 **Quality Management in the Czech Statistical Office**

*Petra Kuncová, Director of the Information Services Department, Czech Statistical Office, CZ*

12:20 – 12:30 **Discussion, Q&A**

12:30 – 12:35 **Family Photo**

12:35 – 13:30 **Lunch break** (Congress Hall Foyer 1A)

13.30 – 13:50 **CAF – PEF – The experience from Belgium**

*Isabelle Verschueren, BOSA, BE*

**Looking ahead: The discussions and way forward agreed at the last CAF NC meeting**

*Tihana Puzić, EIPA, BE*

13:50 – 14:10 **The citizen journey in Actiris administration**

*Actiris, BE*

14:10 – 14:30 **Resilience with CAF – Pillar of Strength in Stormy Weather**

*Eva Sejrek-Tunke and Martina Reumann, City of Vienna, AT*

14:30 – 14:50 **How conduct SA and improvement process with CAF in small territorial organizations***Antonina Pennacchio, Automobil Club d'Italia, IT*

14:50 – 15:10 **Together as one – CAF in eu-LISA***Matija Vilfan, Senior Planning Officer in eu-LISA, AT*

15:10 – 15:30 **The conquest of CAF paradise or 7 necessary summits of leadership – insights into CAF implementation of the state administration of Styria (Austria)***Helfried Ogrisek, Quality Manager, state administration of Styria, Austria, AT*

15:30 – 15:40 **Discussion, Q&A, Conclusion**

15:40 – 16:00 **Coffee Break** (Congress Hall Foyer 1A)

*V případě Vašeho zájmu o účast na konferenci, prosíme o zaslání jmen zástupců Vaší organizace a jejich mailových adres na* [*lenka.svejdarova@mvcr.cz*](mailto:lenka.svejdarova@mvcr.cz)*. Zájemcům zašleme odkaz do akreditačního systému CZPRES. Akreditace by měla proběhnout do 12. října 2022.*