

**5th European CAF user Event “CAF as a driver for innovation”
Oslo, 27-28 September 2012**

**CAF as guiding model for the public administration management in
Dominican Republic.**

Identification of the organisation

Ministry of Public Administration, Dominican republic

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- Level:

Latin America, national.

- Sector

Public Administration

Short description :

The Ministry of Public Administration, as responsible entity of the quality management in Dominican Republic, assumed since 2005, the dissemination of CAF model as a tool to be used by institutions to identify their strengths and areas of improvement, considering it as the most appropriate model to apply quality management techniques in the public sector. Furthermore, this model was selected as the basis on which rests the National Quality Award, requiring the self-assessment CAF in order to write the memoirs of application.

The implementation of the CAF from 2010 is mandatory due to the promulgation of Decree 211-10, that specifies that all public institutions should conduct a self-assessment using this model.

Aimed by the hard work done, a change in the culture of the Dominican public institutions has been generated and improvements in the service quality can be perceived, as well as a greater interest in documenting, measuring and innovation of the processes. Also, it can't be ignored that some of the institutions that began with the CAF self-assessment have participated and won international awards for quality and has become references in their respective sectors.

The number of institutions that have self-assessed with CAF in the Dominican Republic is the highest of America and some European countries. This experience has spread to other Central American countries; such was the case of Guatemala that was assisted by the Dominican Ministry of Public Administration in the implementation of the CAF and the creation of the National Quality Award.

The actions taken by the MAP for the implementation of the model and their impact of those actions, have been able to be measured through a series of indicators included in this document, highlighting the Monitoring System of Public Administration – (Sistema de Monitoreo de la Administración Pública – SISMAP), which graphically shows the whole structure of the State and the progress of each institution in the implementation of the CAF.

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Oslo (NO), 27-28 September 2012

Improving the quality of public services Implementation of CAF Model in Dominican Republic

Johana Guerrero Carrero



Table of contents

- Who are we?
- What do we want to achieve?
- How do we do it?
- Results
- Lessons learned
- Success stories



Who are we?



- The Ministry of Public Administration, MAP, is the governing body of public employment and the various systems and schemes provided by the Civil Service Act, the institutional strengthening of the public administration, and evaluation processes of institutional management



3

What do we want to achieve?

- Institutions managing **their** processes efficiently
- Institutions evaluating **their** management
- Bridging the gap between the state and the citizen
- Higher quality of public services
- Increased citizen satisfaction regarding the services that are received
- Plus other ...



4

How do we do it?

Legal framework governing in terms of quality for the Dominican Republic

Constitution

National Strategy of Development

Law 41-08 Public Function

Decree 211-10



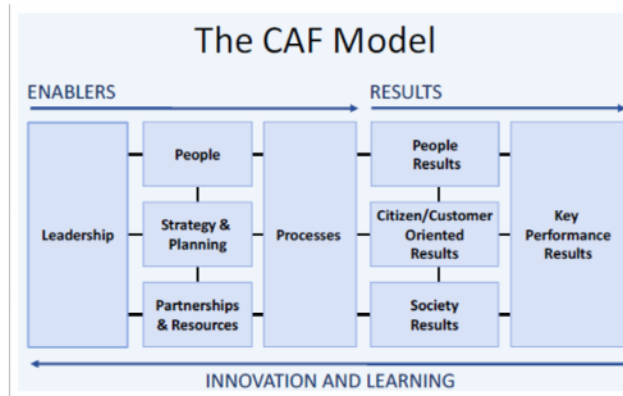
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How do we do it?



6

How do we do it?



Fuente: EIPA

How do we do it?



- **Quality Committees**
Constitution of a team responsible for carrying out the self-assessment



- **Training**
CAF Model Training and assessment process



- **Self-assessment**
Realization of self-assessment by the institution



- **Benchlearning**
Share best practices identified in the institutions



- **Award**
Recognition institutions by external assessment results

Results

6934

Public servants trained in the CAF Model 2005-2012 *

117

Institutions that have self-assessed 2005-2012

97

Institutions with quality committees created 2005-2012

166

Nominations to the National Quality Award 2005-2011

4

Quality weeks 2009-2012

6

Benchlearnings 2007-2012



9

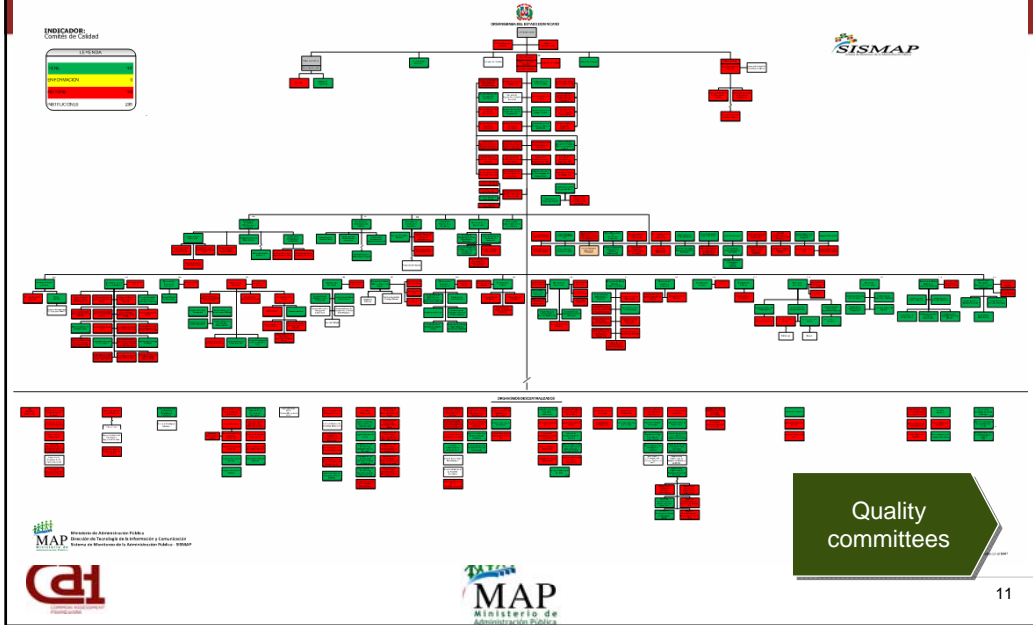
Results

Monitoring System of Public Administration was created to measure the level of progress in each of the subsystems managed by the MAP. Use of the organizational basis of the Dominican State through a traffic light system will indicate the status of each institution.

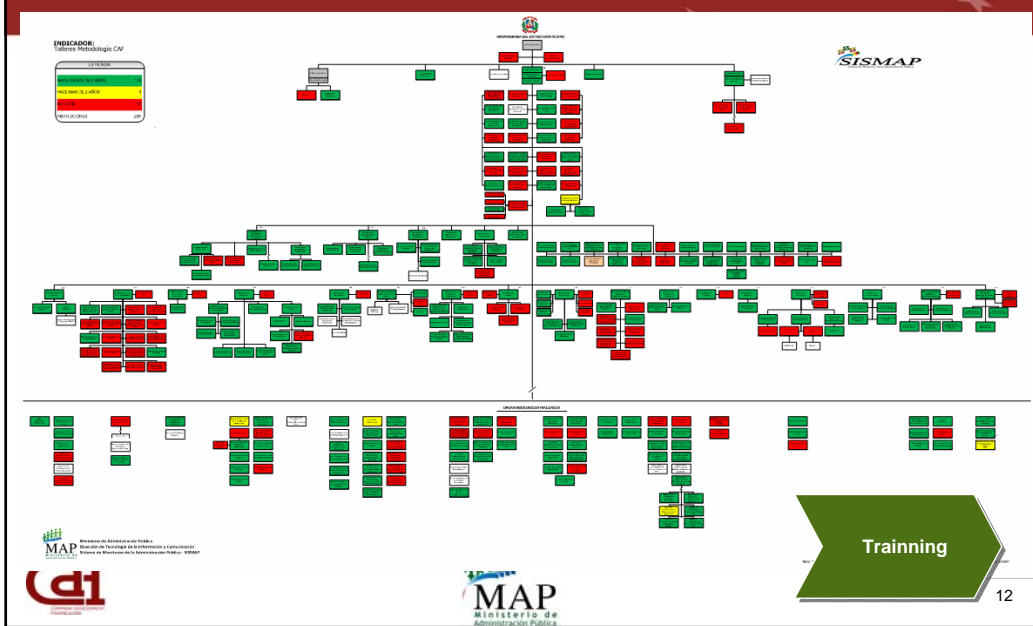


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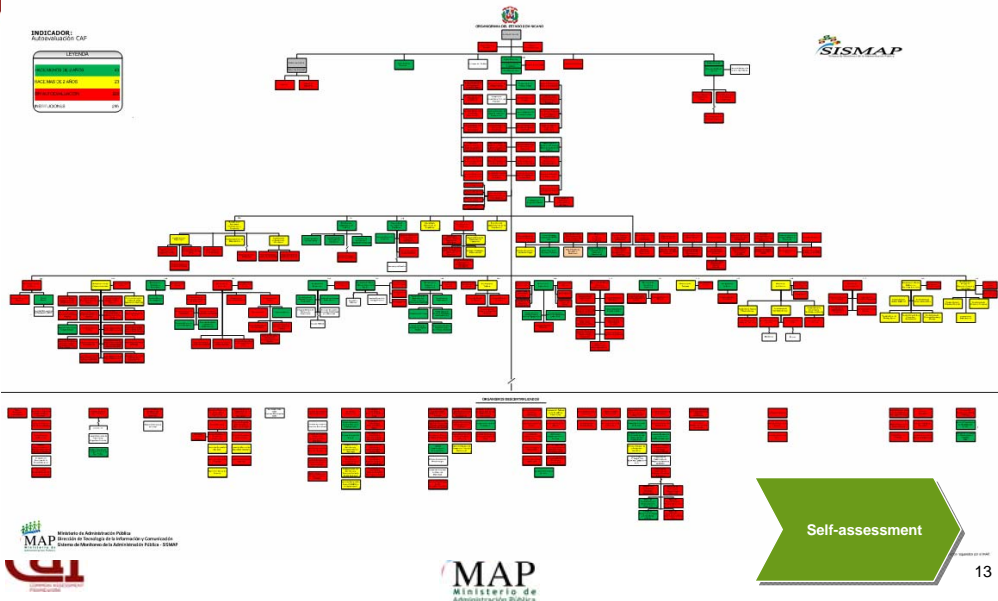
Results



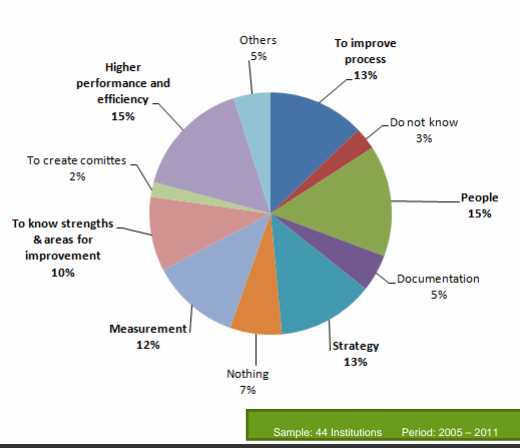
Results



Results



Results - Benefits obtained by applying the CAF



Lessons learned



There must be strong and explicit commitment from senior management

Training is the key to develop skills

Public policy framework defined

To use information and communication technologies

Involving citizens from the start

Process improvement

International cooperation is needed (Acción Social, AEVAL, ChileCalidad, CDI – Perú, Secretarías de Función Pública de México y Argentina...)

Lessons learned – New Strategic Plan 2012-2016

Objective:

To improve the quality of public services

Level 1	Level 2	Level 3
Citizen charter; complaints, suggestions and service standards	Quality management systems, process standardization, measurement and documentation	Adoption of self-assessment models, participation in national and international awards

Special training plan for each level
Benchlearning
The Observatory for the Quality of public services

Success stories



2008

17

Success stories

PROMESCAL
Medicinas que dan Calidad de Vida



Category 2
Improving the Delivery of Public Services

Latin America and the Caribbean

1st Place Winner

2012



18

Success stories



Success stories



Success stories



2012



21



Avanzamos para t!

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Desde el interior sin cargos



22