

The Automobile Club of Italy and the application of CAF: a new approach for cost/benefit optimization in small and middle organizations

Table 1

Some examples of improvement projects realized within the application of CAF/PEF

Improvement Projects related to the present Case Study DT L'Aquila	Other PEF Improvement projects ACI Local Offices
Better people for better services (common project)	Direct line to Customers
Understand customers to improve service	Improve internal and external Communication Channels
Improve efficiency of the Customer Service	Learning organization for process improvement
Easy service for disabled people	Safe road services for everybody
Web accessibility and easy-to-use for easy service	People improvement from people satisfaction
	People knowledge sharing as daily practice
	Service Improvement across Public Administration network

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