

Excellence in public sector

General Information

<u>Sector:</u>	Public Administration
<u>Duration:</u>	18 months
<u>Implementation period:</u>	June 2013 – December 2014
<u>Total Project Budget:</u>	475,100 euro

Beneficiary institutions of Armenia: Civil Service Council of the Republic of Armenia

Participating countries: Bulgaria, Romania, Moldova, Armenia, Ukraine and Turkey

Project description:

Overall objective: The project is aiming to increase the administrative capacity of the public sector in the programme area, by promoting the concept of total quality and the implementation of modern common quality management tools.

Achieved results:

- A Common Assessment Framework (CAF) self-assessment model has been introduced to enhance the efficiency of public administration institutions and to improve the quality of provided services. The program gives an opportunity to get acquainted with the European experience in applying modern quality management systems and localize the modeling methodology.
- Yerevan hosted a seminar on "Improving the effectiveness of civil service: General Assessment System and Continuing Education " conference was held in Yerevan. Delegates from 5 countries, namely: Armenia, Georgia, Ukraine, Moldova, Belarus, as well as civil service coordinating delegates of EU Member States attended the conference.
- A number of training courses, as well as study visits and workshops have been implemented.
- In early May 2015, the Civil Service Council of RA became the RA national correspondent of the CAF Resource Center of the European Public Administration Institute in Maastricht, which created new prerequisites for localization of modern technologies for assessing the quality of public services in Armenia.

Additional information:

Excellence in public sector (<http://blacksea-cbc.net/wp-content/uploads/2015/12/fact-sheet-MIS-2670.pdf>)