



The Healthcare Standards Directorate became a CAF member in 2015

Benefits of CAF Membership for the Health Care Standards Directorate

Introduction

As a tool of Total Quality Management, CAF subscribes to the fundamental concepts of excellence as initially defined by the European Foundation for Quality Management (EFQM), translates them to the public sector/CAF context and aims to improve the performance of public organisations on the basis of these concepts. These principles make the difference between the traditional bureaucratic public organisation and the one oriented towards Total Quality. The benefits of CAF membership for the Health Care Standards Directorate are based on the following 8 principles of excellence.

- **Principle 1: Results orientation**

The Health Care Standards Directorate focuses on results. Results are achieved which please all of the organisation's stakeholders (authorities, citizens/customers, partners and people working in the organisation) with respect to the targets that have been set.

- **Principle 2: Citizen/Customer focus**

The Health Care Standards Directorate focuses on the needs of both, present as well as potential citizens/customers. It involves them in the development of products and services and the improvement of its performance.

- **Principle 3: Leadership and constancy of purpose**

This principle couples visionary and inspirational leadership with constancy of purpose in a changing environment. Our leader has established a clear mission statement, as well as a vision and values; she is also creating and maintaining the internal environment in which people can become fully involved in realising the organisation's objectives.

- **Principle 4: Management by processes and facts**

This principle guides the Health Care Standards Directorate from the perspective that a desired result is achieved more efficiently when related resources and activities are managed as a process and effective decisions are based on the analysis of data and information.

- **Principle 5: People development and involvement**

People at all levels are the essence of the Health Care Standards Directorate and their full involvement enables their abilities to be used for the organisation's benefit. The contribution of employees is being maximised through their development and involvement and the creation of a working environment of shared values and a culture of trust, openness, empowerment and recognition.

- **Principle 6: Continuous learning, innovation and improvement**

Excellence is challenging the status quo and effecting change by continuous learning to create innovation and improvement opportunities. Continuous improvement should therefore be a permanent objective of the Health Care Standards Directorate.

- **Principle 7: Partnership development**

The Health Care Standards Directorate, being a public sector organisation needs others to achieve its targets and is therefore developing and maintaining value-adding partnerships. The organisation and its suppliers are interdependent, and a mutually beneficial relationship enhances the ability of both to create value.

- **Principle 8: Social responsibility**

The Health Care Standards Directorate has to assume its social responsibility, respect ecological sustainability and try to meet the major expectations and requirements of the local and global community.

Conclusion

These principles of Excellence are integrated into the structure of the CAF Model and the continuous improvement of the nine criteria will in time bring the Health Care Standards Directorate to a high level of maturity.