

Common Assessment Framework vs Crisis Management

EPSA webinar on Crisis Management
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wellbeing
energy
war
food-chain
standardization
stability
financial
crisis
natural-disaster
supply
migration
climate
crisis
reconciliation
quality
peace
mediation
energy-crisis
change
resilience
pandemic
flexibility
equilibrium
climate-change
adaptability
preparideness

CAF vs Crisis Management

Closing the gap between „feeling ready“ vs „being ready“

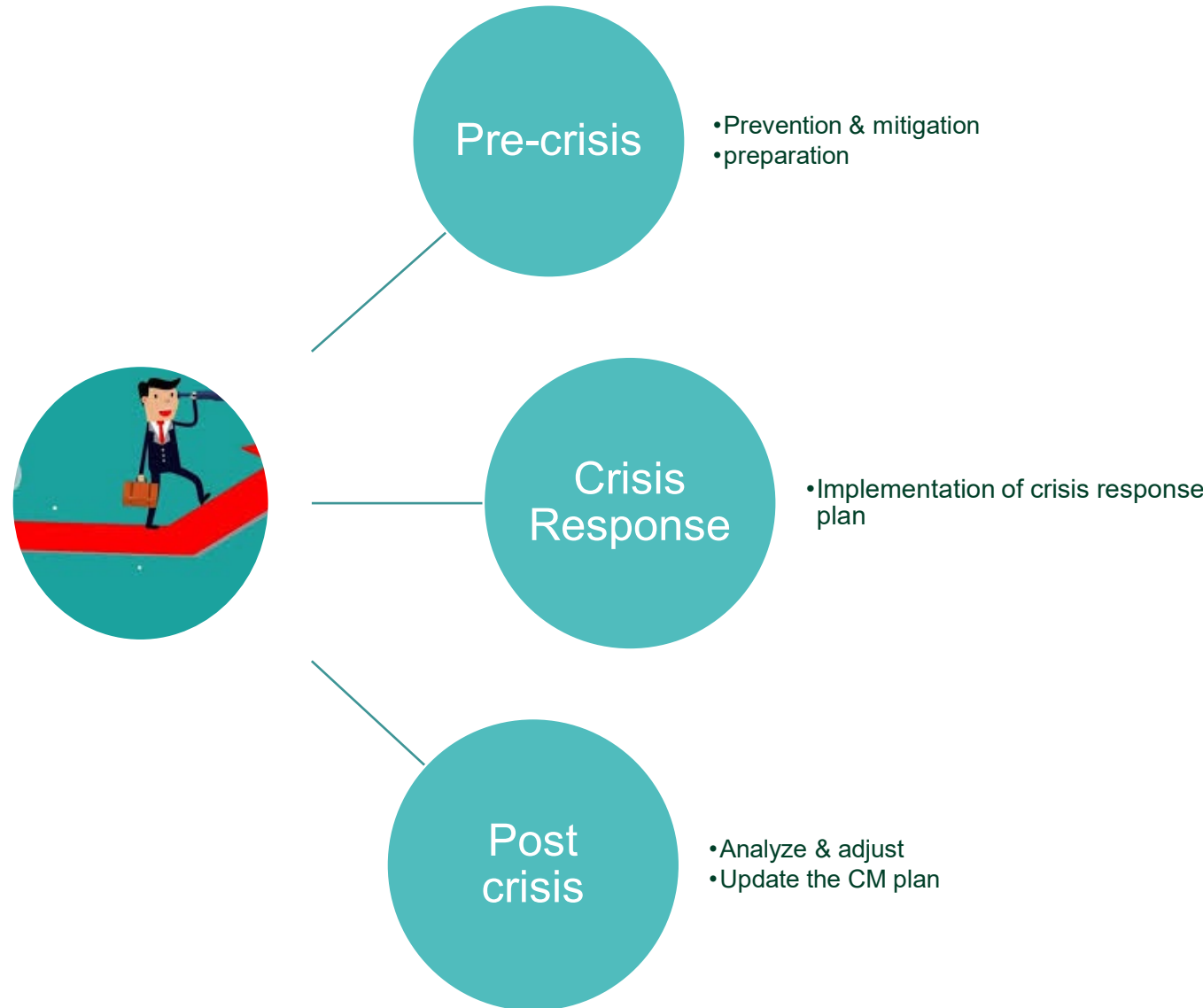
CAF & Crisis Management

Crisis Management

❑ Crises can come from a *multitude of sources* and can strike at any time. Whether they are the result of a natural disaster, employee misconduct, or workplace violence, mishandling a crisis can have disastrous effects on your organization,

❑ Crisis management can be defined as the *planning, implementation, and monitoring of strategies* put in place to help an organization deal with a significant negative event,

❑ *Reactive vs Proactive CM system...*



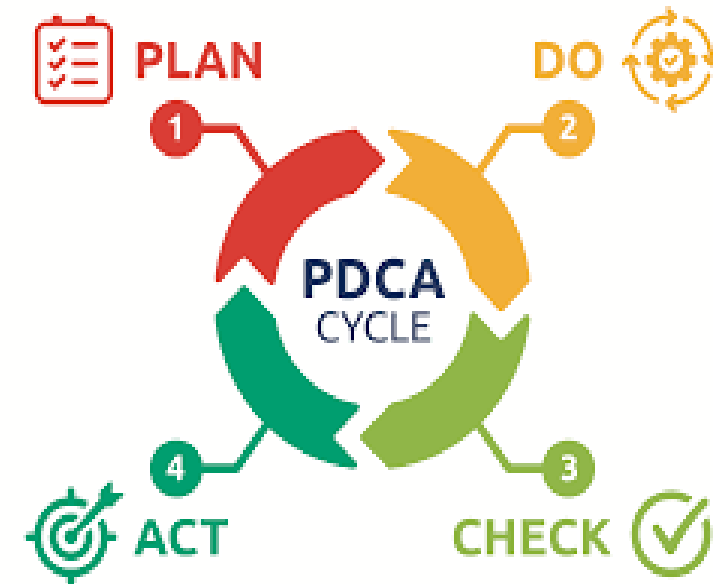
Crisis Management & similar concepts

- Risk management
- Disaster Management
- BCP – Business Continuity planning
- Civil protection
- Security Management
- ...
-
- Quality Management model – **Common Assessment Framework**

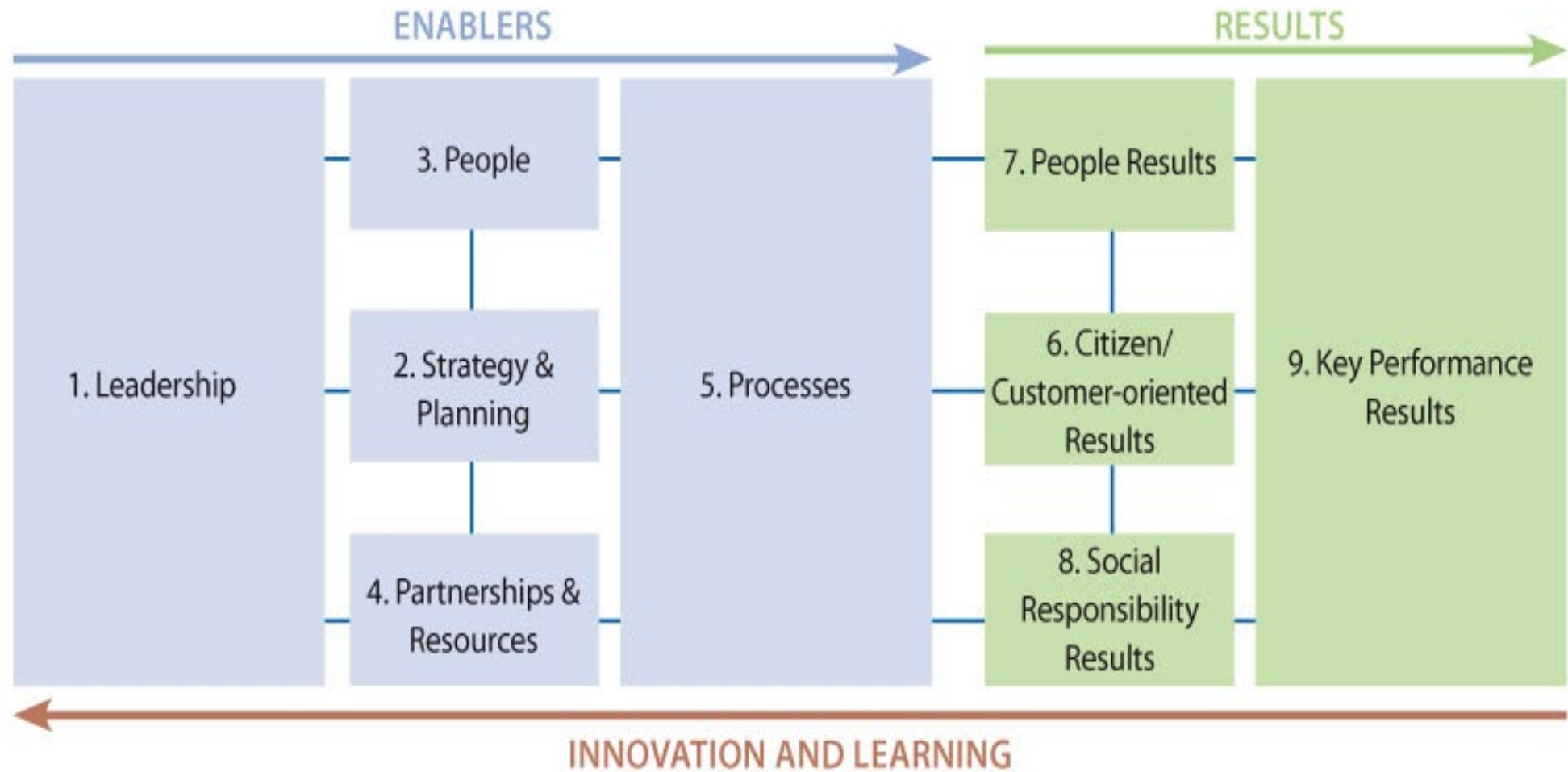
Crisis Management



Quality Management – CAF, ISO, EFQM



The CAF Model




CAF - setting the scene & boosting the crisis management as a holistic approach

- **Organisational culture:** open, transparent, focused on the well-being & client relations management
- Modern, participative and self-reflecting **leadership – ready for a fast response**
- **Strategy** and **processes** set towards anticipating the possible crisis: cyber attacks, loss of funds, possible next pandemic, war...
- **Resources:** the biggest crisis can come if there are no high-quality, professional and motivated employees. CAF focuses on **employee engagement & satisfaction!**
- **Partnerships**
- Agile VS strict rules: higher ability to resolve problems/crisis at the early stage!

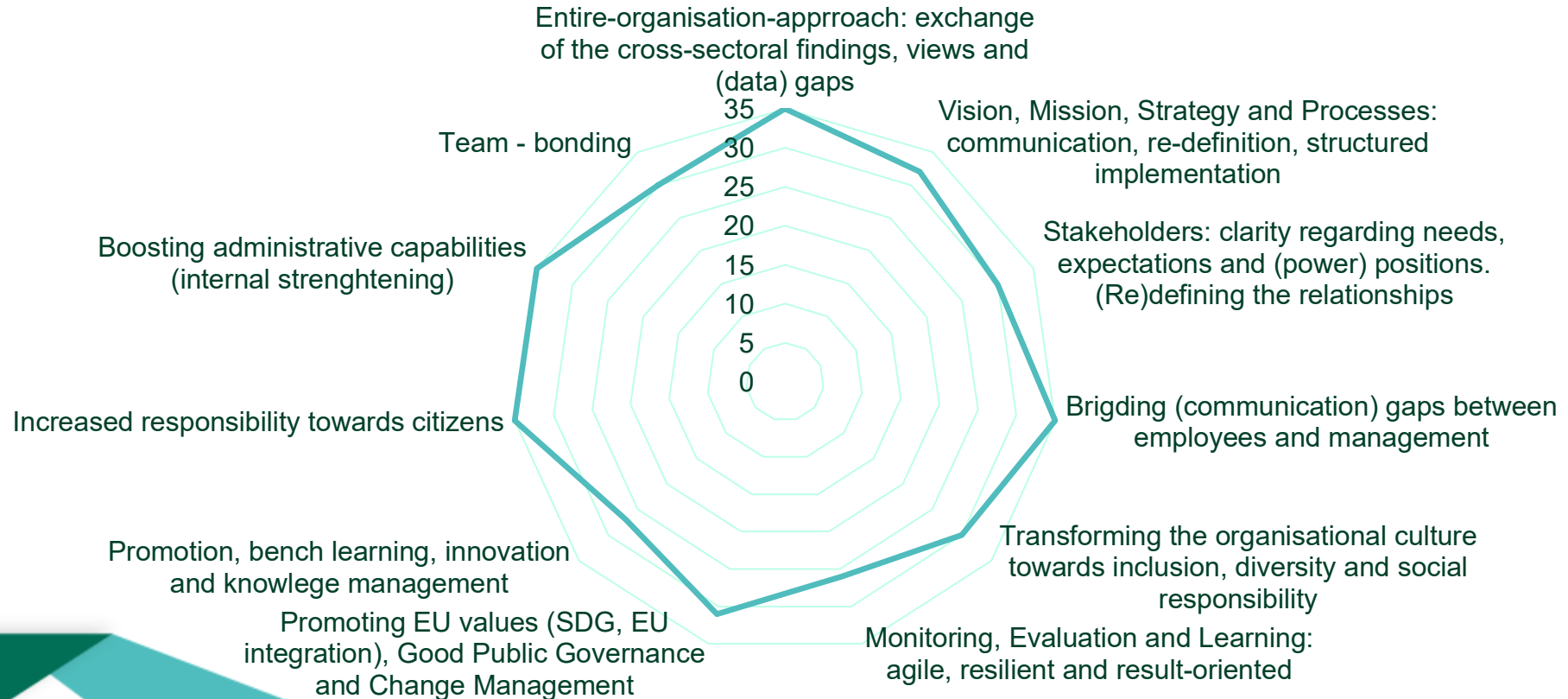
Direct contribution to crisis management

- ❑ Fewer failures: mapped indicators and processes, maintaining customer-focused and transparent decisions making
- ❑ Anticipating next requests (citizens, businesses, governments)
- ❑ Action plans focus, inter alia on: **automate processes, delegating, digitalization (and remote work), SGDs, diversity, social responsibility....solving problems in advance!**



It is time for managers to engage all employees to self-assess the organization and transform the processes to highly effective & agile systems, delivering best services to citizens, clients and customers using human centered design!

Common Assessment Framework - Benefits at a glance

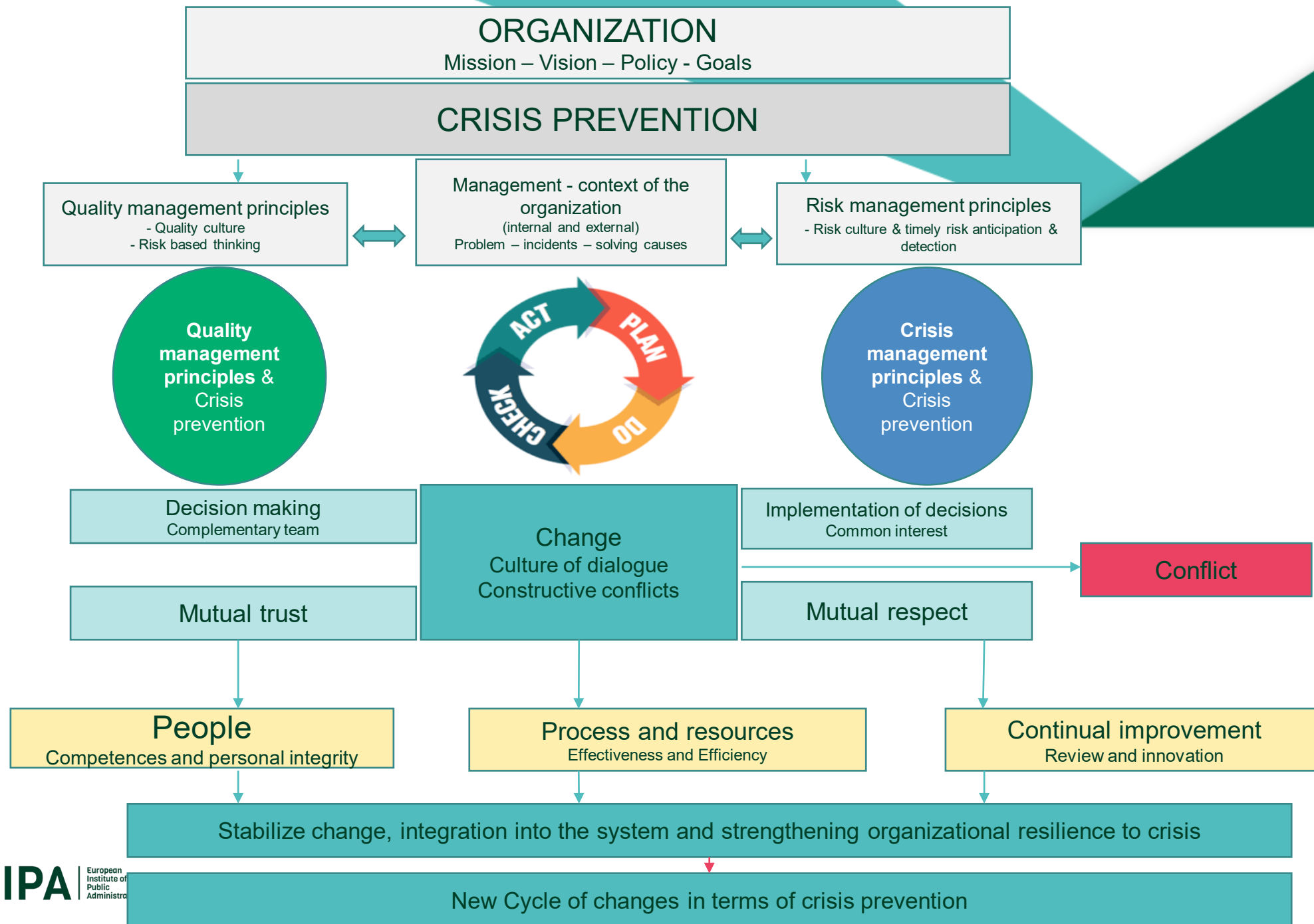


CAF is supporting the crisis management approach and concepts

- *The synergy between CAF and CM enables an organization to effectively and efficiently resolve its everyday problems and potential incidents (including forecast!)*
- *Crises are rarely resolvable through the application of any predefined procedures and plans demanding changes and innovations,*
- *Resilience begins with flexible enough, creative, strategic and sustainable approach...enabled by the QM...*

QM & Crisis Prevention





What caf offers to crisis management?

- ☐ Changes in external and internal issues that are relevant when setting up and using CAF & CM system;
- ☐ Information regarding the performance and effectiveness of organization;
- ☐ Harmonization, sufficiency and adequate use of resources;
- ☐ Focus on customer satisfaction, optimizing processes;
- ☐ Effectiveness of actions taken to address risks and opportunities;
- ☐ Opportunities for improvement i.e. continuous improvements;
- ☐ Roadmap towards resilience of the system with embedded wellbeing.

CAF may ensure the solidity of organization's business, anticipate trends, analysis clients relations (G2G, G2B & G2B) behavior and minimizes the possible impacts that could result in a crisis.

Possible future developments?

- CAF quality alert, composed of:
 - Data depository
 - Standardized data exchange processes
 - M&E including pondered indicators (reflecting both QM and CM)
 - Risk assessment and mitigation measures

COMING SOON

*Integration of innovation, human centered design, agile management and strategic foresight along with crisis management within the **CAF quality alert** overarching system*



Thank you for the attention