

# Common Assessment Framework vs Crisis Management

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wellbeing  
energy  
war food-chain  
standardization  
natural-disaster supply migration climate  
mediation crissis reconciliation  
resilience change  
equilibrium pandemic flexibility  
adaptability climate-change  
preparideness

# stability crisis

# energy-crisis

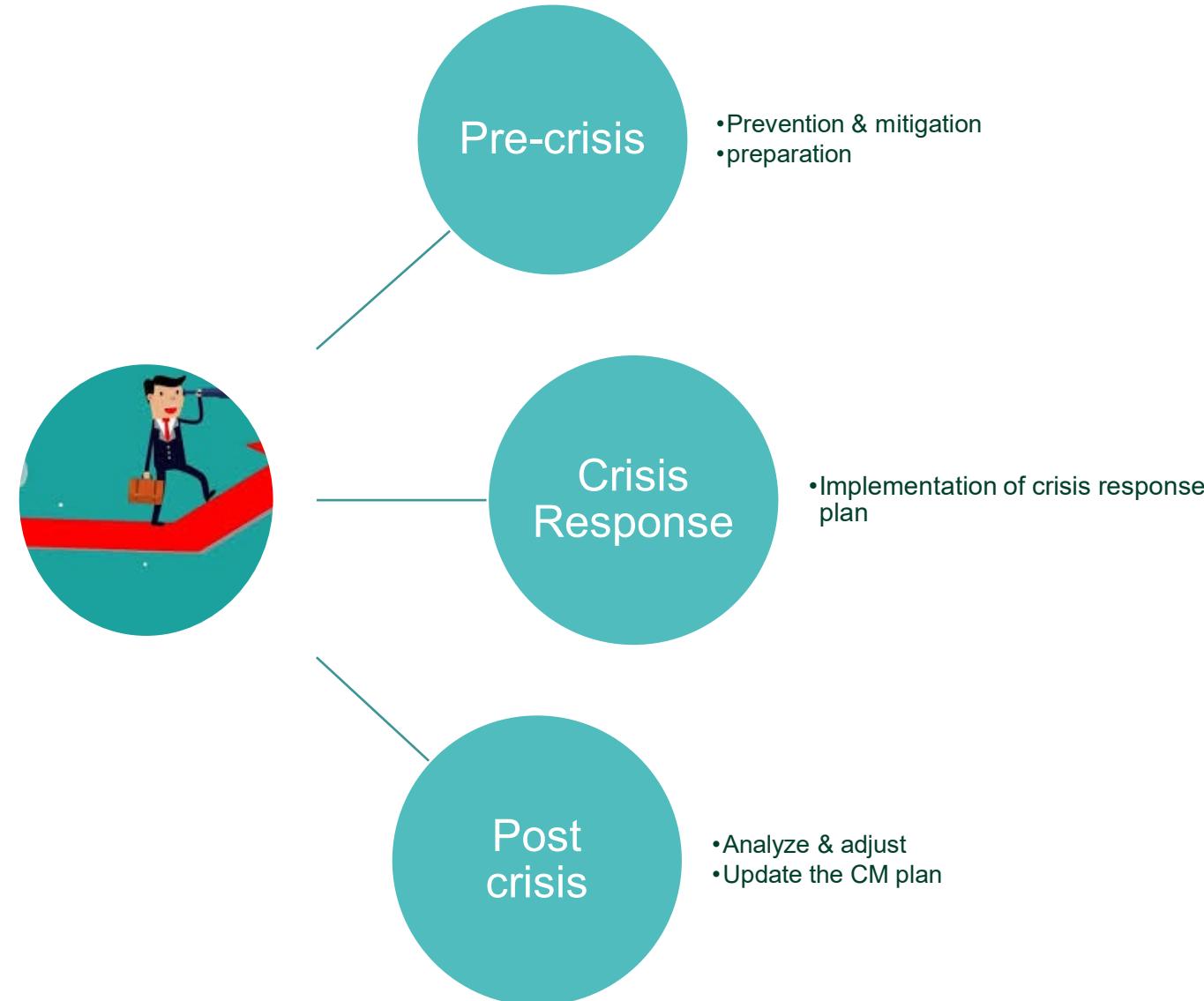
# CAF vs Crisis Management

**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...*



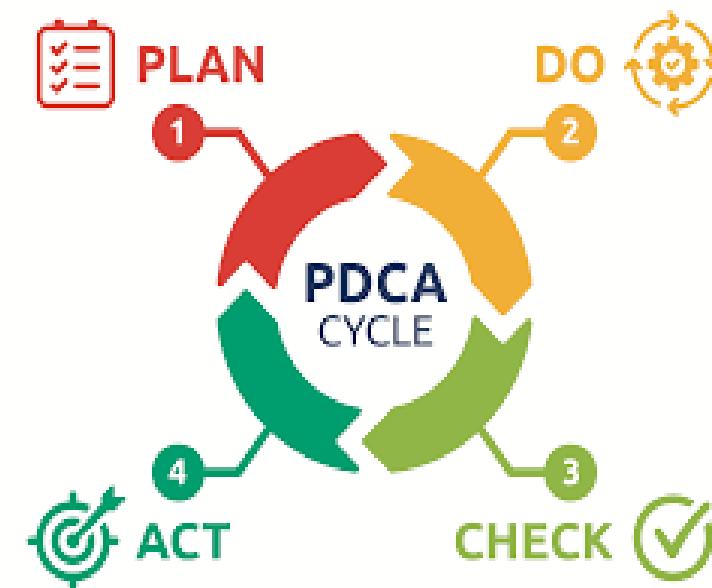
# Crisis Management & similar concepts

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

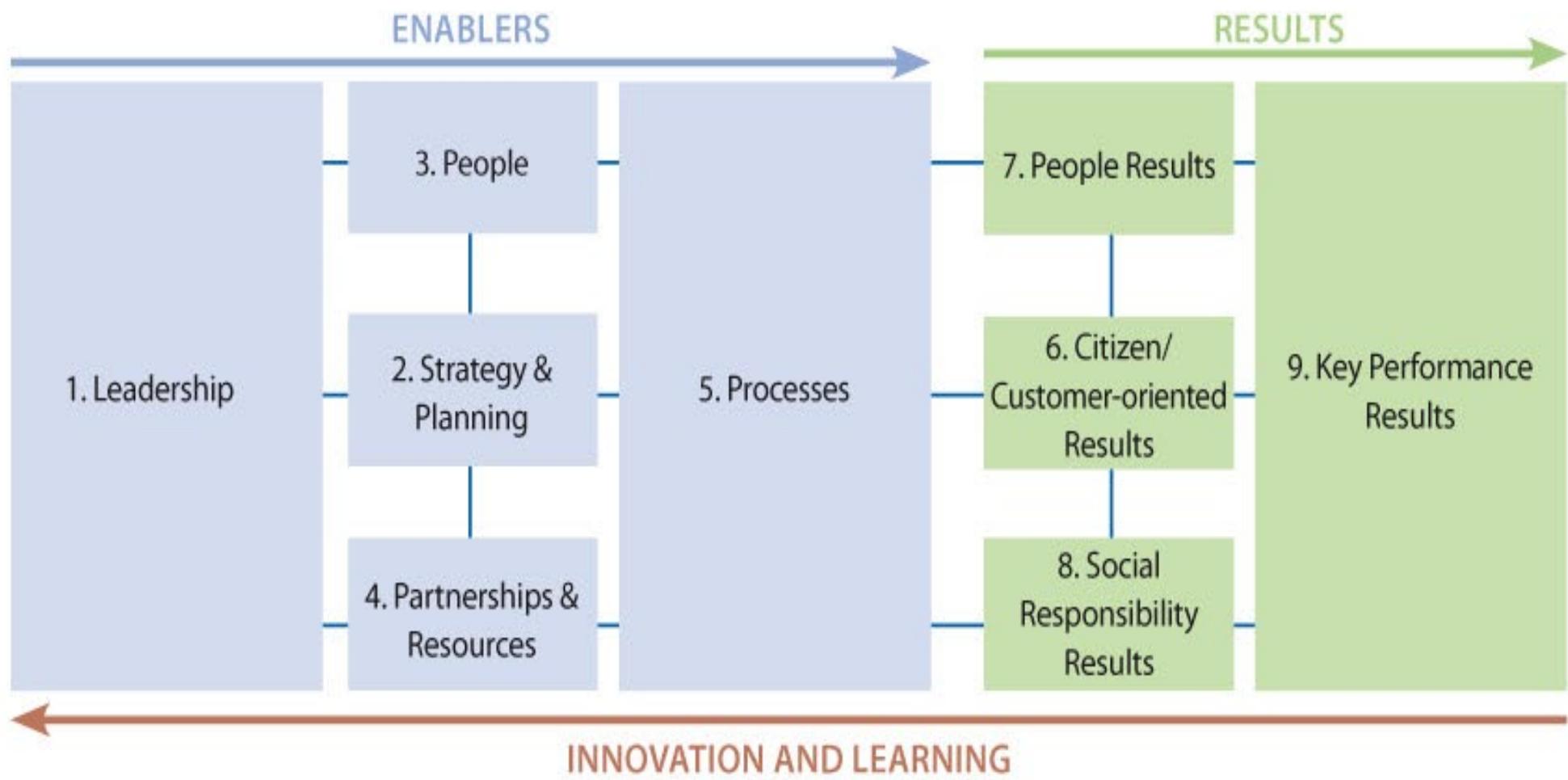
# Crisis Management



# 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), SDGs, 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

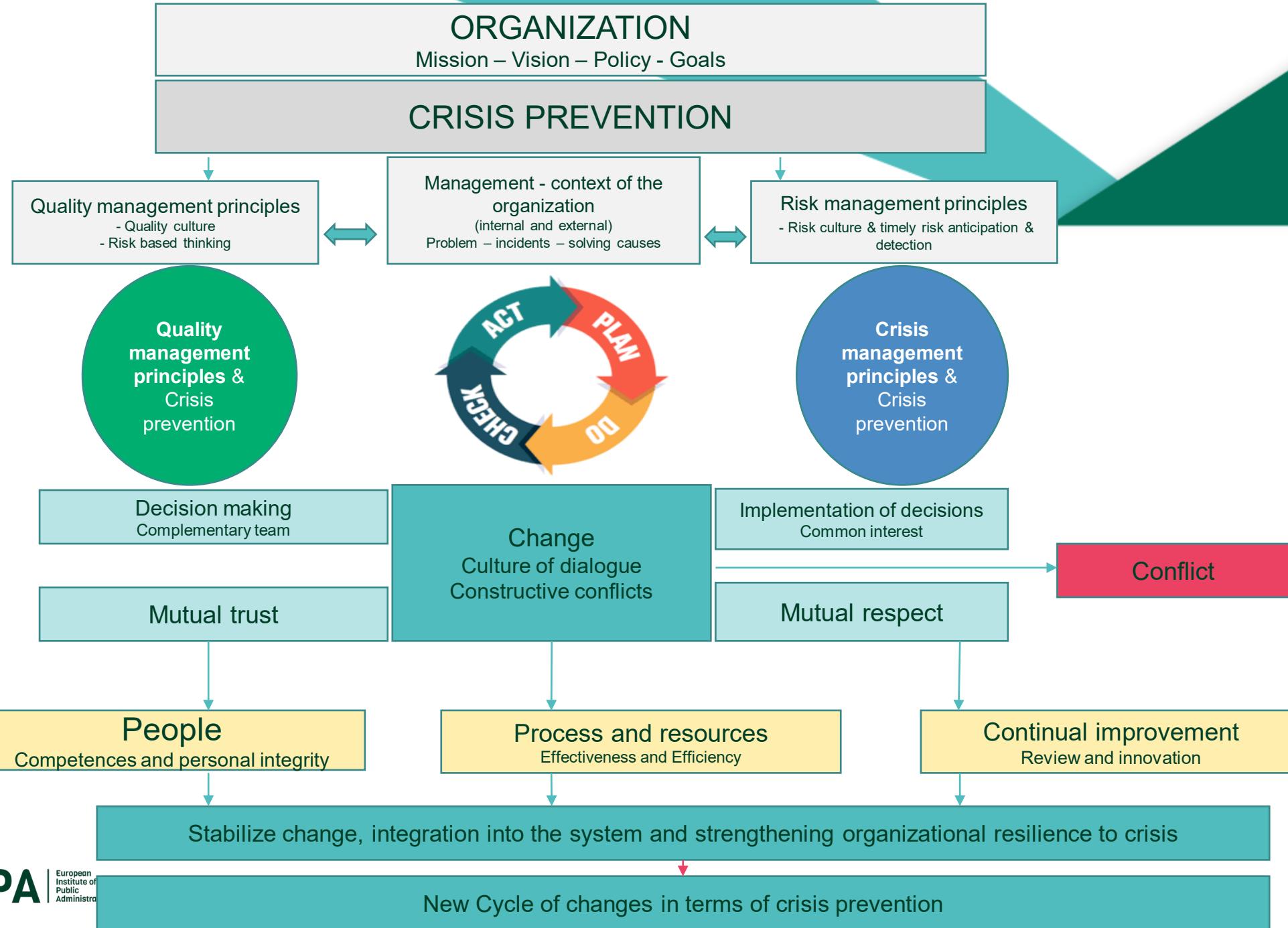


# CAF is supporting the crisis management approach and concepts

- *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 depositary
  - 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