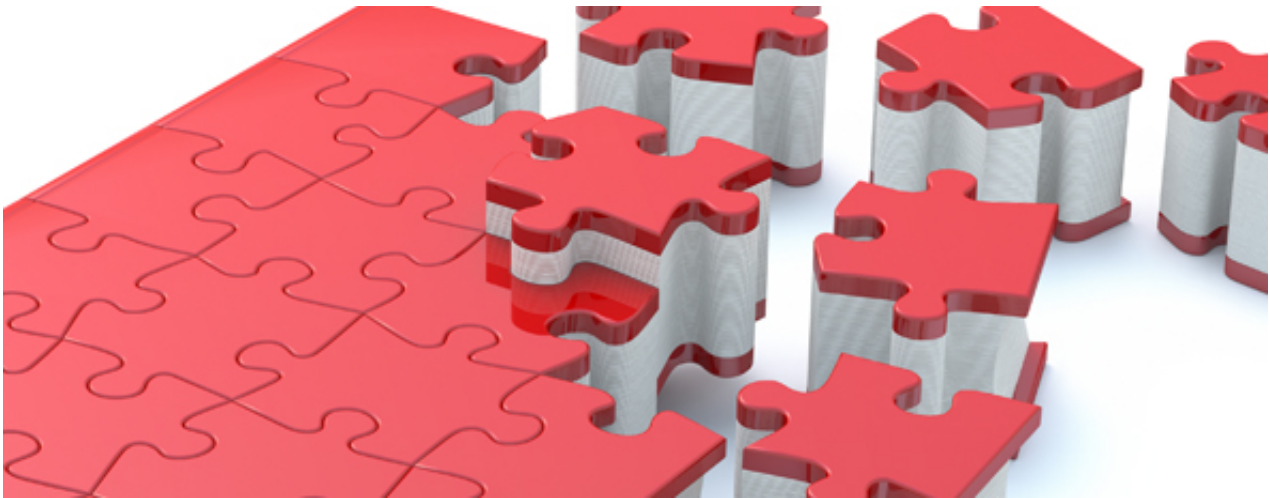


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Seminar

# Process Management in the Context of Total Quality Management

*Maastricht, 11-13 December 2013*



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On the basis of an in-depth study on the implementation of the CAF 2006 in which 400 users participated, the CAF 2013 version was realised and is now the new standard. In the same period, different tools for managing the organisation's key processes were discovered by public sector organisations. Techniques such as ISO, Business Process Re-engineering (BPR), Business Process Management (BPM) and Lean management are now being increasingly used.

This training will discuss both approaches, compare their specific characteristics and consider the most appropriate way in which they can be used.

Should the CAF and process management be used in an integrated way or should they be used separately, each approach delivering the benefits it was designed for? In doing so, how can both approaches complement each other? Cases from different countries will illustrate how the different tools (CAF, ISO, BPR/BPM and Lean) strengthen the performance of public sector organisations.

**Find out more:**

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European Institute of Public Administration (EIPA)  
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