

DECISION OF THE HEAD OF THE REGIONAL QUALITY MANAGEMENT CENTRE No. LG/DIR/002-01/22

On awarding the “CAF Effective User” Label Certificate to the Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH

- **Having regard to** Article 1.1 of the “Memorandum on the establishment and operation of the Regional Quality Management Centre”, which establishes the Regional Quality Management Center (RQMC) within the existing structure of the Regional School of Public Administration (ReSPA);
- **Having regard to** Article 1.3 of the “Memorandum on the establishment and operation of the Regional Quality Management Centre”, which entitles the RQMC to issue the “CAF Effective User” Certificate to the institutions and organizations in the Region that successfully undergo the PEF process;
- **Having regard to** Article 11 of the Rules and Procedures Governing the organization and operation of the RQMC, the Center is entitled to award the “CAF Effective User” Label Certificate with a validity of 3 (three) years, to be signed by the head of the Center, ReSPA Director;
- **Whereas** the Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH, underwent the PEF process during the period between 22.03.2022 and 08.11.2022.,
- **Whereas** the CAF Feedback Experts (EFACs) submitted to the RQMC Secretariat the CAF Feedback Report on November 08.11.2022 on the Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH;
- **While** the RQMC Secretariat met twice, discussed and analyzed the CAF Feedback Report on 06.12.2022 and 12.12.2022 and recommended the award of the “CAF Effective User” Certificate to the Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH.

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Now, therefore, the Head of the RQMC has decided:

- To award the “CAF Effective User” Certificate to the Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH, which successfully underwent the PEF process;
- The validity of the Certificate shall expire three years after the issuance of this Decision;
- This Decision enters into force on the day of its adoption.



- The RQMC Secretariat shall be responsible for informing the Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH on this Decision. The passing on of the "CAF Effective User" Certificate will be organized at the premises of Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH in due course within mutual agreement between ReSPA and Civil Service Agency of the Federation of Bosnia and Hercegovina, BiH.

13 December 2022,

Head of the RQMC
Maja Handjiska Trendafilova
ReSPA Director



(Signature)

Annex: CAF Feedback Report on the Civil Service Agency of the Federation of Bosnia and Hercegovina.