

The KDZ CAF-Online Tool

User Guide

Version 1.2

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I User Guide to the KDZ Online CAF Tool

Dear Participants,

You have been invited to participate in your organisation's CAF process. The CAF process is about assessing the organisation using nine criteria and 28 subcriteria. This assessment is performed using an online questionnaire.

These instructions shall provide you with essential information regarding the online assessment.

1 General information on data privacy

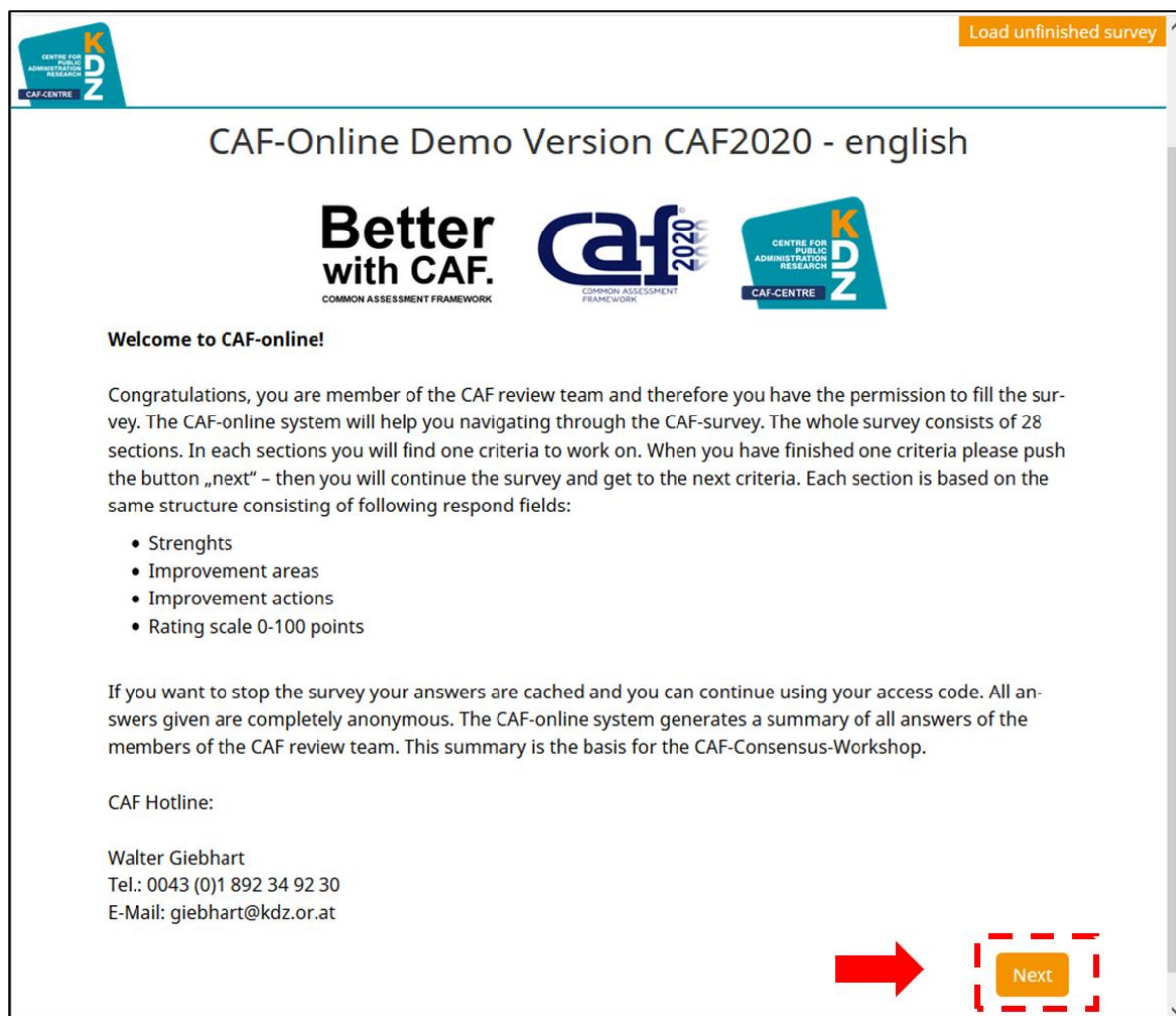
The CAF assessment is **anonymised**, i.e. it does not allow any connection to be made between the answers provided and the participants.

All participants receive a token code, entitling them to participate. This code is needed only to allow you receipt of an invitation e-mail containing your individual access link and to check whether participation was successfully completed. But your assessments are **NOT** connected to this token code.

2 Starting participation

You have received an invitation e-mail to the CAF assessment. This e-mail will contain a link entitling you to participate. Click on this link or copy the link into your internet browser (and confirm this with enter) in order to start the survey.

You will now be directed to the introduction page for the CAF assessment.



This page contains general information on the survey and data privacy statements.

Click "Next" to begin the CAF assessment.

Now you will be directed to the general information page explaining the CAF structure and the structure of this assessment.

We have put together more information for you about the individual criterion and sub-criterion on our home page. You can access this information directly by clicking on the following symbol.




Please note: The in-depth information is opened in a separate window. The CAF assessment remains active in the original browser window. After reading, you have to return to the original browser window to continue completing the CAF survey.

3 Structure of the CAF assessment

The CAF assessment is structured to provide a separate question for each CAF sub-criterion (28 in all). The structure of the questions is always the same:

[illegible]**Info**

In the "Info" area you can see in what criterion you currently are and which sub-criterion is currently being assessed. You are always assessing the sub-criterion indicated in **red lettering**. Afterwards, examples are given that specify the sub-criterion and make it more comprehensible.

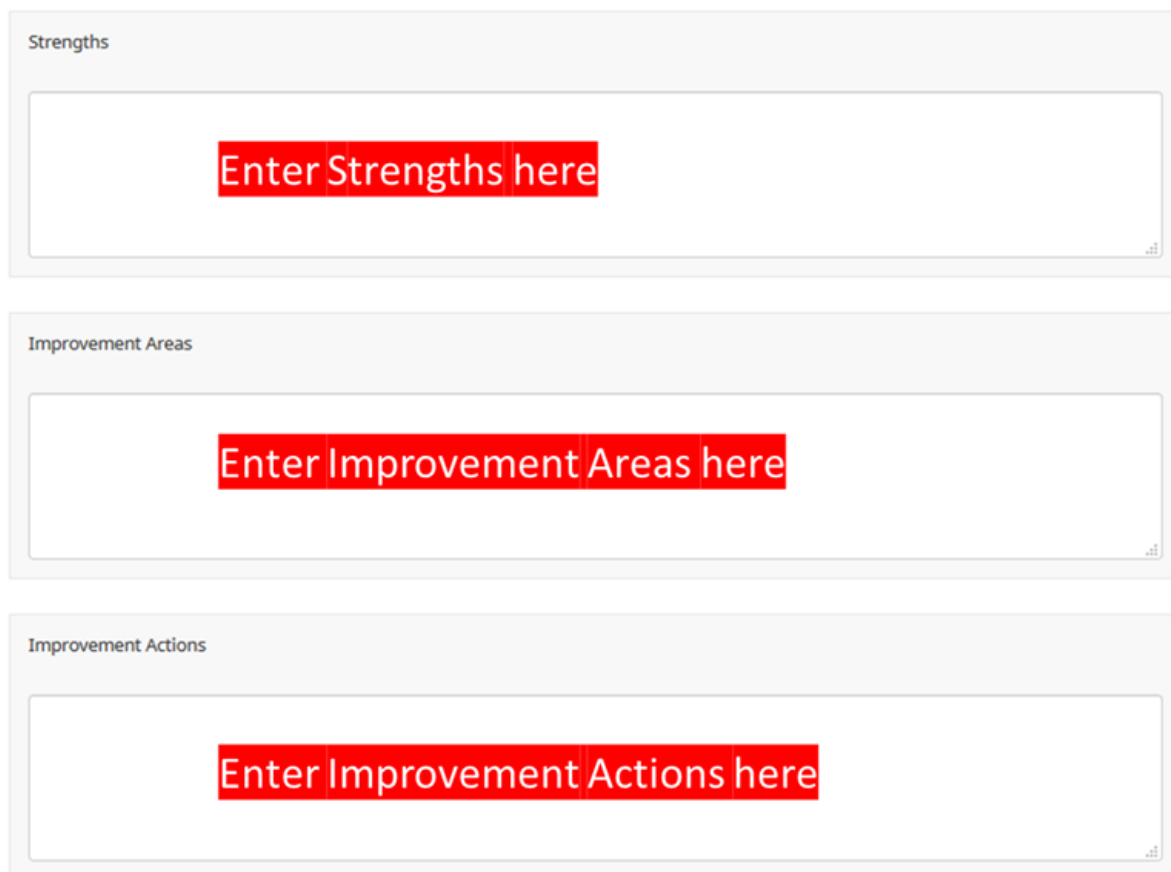
Additionally, for in-depth explanations, you can click on the following symbol which will route you to detailed information on the KDZ home page: 



See the glossary for further explanations and definitions of terms relevant to this criterion.

Input Area

For each sub-criterion, you are expected to enter the strengths, the improvement areas and the improvement actions. Three text input fields are provided for this purpose.

The form consists of three vertically stacked text input fields. Each field has a light gray header bar with a label: 'Strengths', 'Improvement Areas', and 'Improvement Actions'. Below each header is a large white text box with a red border. Inside each text box, the text 'Enter [Category] here' is displayed in red. A small icon in the bottom right corner of each text box indicates that the size can be adjusted by dragging the corner.

Strengths

Enter Strengths here

Improvement Areas

Enter Improvement Areas here

Improvement Actions

Enter Improvement Actions here

Please complete these text fields, keeping in mind the following rules:

Make one to ten entries (e.g. strengths) in each text field.

The entries may vary in length. The length of text is not limited. But please avoid overly lengthy comments.

Separate the individual comments in the text field by beginning a new line using the return key.

If you have no entries to make, leave the text field empty.

You may adjust text box size by pulling the bottom right corner using the mouse pointer.

Scoring

You must then assess the sub-criterion by giving it a score. An assessment scale is provided on the next page of the input field to assist you.

Please give your scoring for criterion 1.1.:

Criteria 1 to 5 are scored with the "scoring scale for enablers".
The main question is: Within the organisation, have the questioned measures been planned, implemented, evaluated and adjusted?
The scoring scale ranges from 0 (there are no measures) to 100 points (the measures are realised, evaluated and adjusted).

❗ Only numbers may be entered in this field.
❗ Your answer must be between 1 and 100

Enter your scoring here.

❗ To support you in the scoring process you find enclosed the CAF scoring scale for criteria 1 to 5.

PHASE	ENABLERS PANEL – CLASSICAL SCORING	SCORE
	We are not active in this field. We have no information or very anecdotal.	0 - 10
PLAN	We have a plan to do this.	1 - 30
DO	We are implementing/doing this.	31 - 50
CHECK	We check/review if we do the right things in the right way.	51 - 70
ACT	On the basis of checking/reviews we adjust if necessary.	71 - 90
PDCA	Everything we do, we plan, implement, check and adjust regularly and we learn from others. We are in a continuous improvement cycle on this issue.	91 - 100

When entering the assessments, please note: Enter only whole numbers. Decimal values (e.g. 76,3 or 76.3) cannot be processed in the tool and will prompt the request to provide a different value. Round your assessments to a whole number.

If you cannot make an assessment because you lack necessary knowledge, please leave the input field "assessment" empty.

4 Navigation

In the CAF assessment, you navigate using the buttons at the bottom end of each particular page. You will see two so-called navigation buttons: "Previous" and "Next". Moreover, you may "jump" between questions, if you wish to return to an earlier sub-criterion at a later point in time.

Apart from this, you may save interim survey results and continue processing the CAF assessment at a later point in time. How this works is explained below.

“Next” button and “Submit” button at the end of the survey

Next

This button will move you to the next respective page, i.e. to the next sub-criterion. In addition, the survey is saved automatically every time you click Next.

Submit

At the end of the survey, the "Next" button is replaced by a **"Submit"** button. This button is of central importance: Your results will only be registered as completed in the online system if you end the survey by clicking "Submit".

„Previous“ button

Previous

Once you click a "Next" button, you can navigate back to the previous page using the **"Previous"** button. When you navigate back to a previous page, you will be able to see your entries into the text fields and the numerical assessment of the previous sub-criterion.

"Jumping" by using the „Question index“

Question index -

If you want to return to a previous sub-criterion at a later point in time, for example if you remember something when you are working on criterion 7 that you think would go better in criterion 3, then you can use the **“Question index”** which is integrated in the navigation bar.

The screenshot shows the KDZ online CAF tool interface. At the top, there is a navigation bar with three buttons: "Resume later", "Exit and clear survey", and "Question index -". The "Question index -" button is highlighted with a red dashed box. Below the navigation bar, there is a progress bar showing 93% completion. The main content area displays "Criterion 9: Key Performance Results" in a green header. Below this, there is a text box with the following content:

Consider the evidence of the goals achieved by the organisation

Sub-criterion 9.2 - Internal results: level of efficiency

Further and detailed information to sub-criterion 9.2 you will find

Examples

- a. The efficiency of the organisation in managing the available facilities;
- b. Results of improvements and innovations of processes;
- c. Results of benchmarking (comparative analysis);
- d. Results of joint activities and partnership agreements;

The "Question index" dropdown menu is open, showing a list of criteria and sub-criteria:

- Criterion 3: People (Sub-criterion 3.1)
- Criterion 3: People (Sub-criterion 3.2)
- Criterion 3: People (Sub-criterion 3.3)
- Criterion 4: Partnerships and Resources (Sub-criterion 4.1)
- Criterion 4: Partnerships and Resources (Sub-criterion 4.2)
- Criterion 4: Partnerships and Resources (Sub-criterion 4.3)
- Criterion 4: Partnerships and Resources (Sub-criterion 4.4)
- Criterion 4: Partnerships and Resources (Sub-criterion 4.5)
- Criterion 4: Partnerships and Resources (Sub-criterion 4.6)
- Criterion 5: Processes (Sub-criterion 5.1)
- Criterion 5: Processes (Sub-criterion 5.2)
- Criterion 5: Processes (Sub-criterion 5.3)
- Criterion 6: Citizen/Customer-oriented Results (Sub-criterion 6.1)
- Criterion 6: Citizen/Customer-oriented Results (Sub-criterion 6.2)
- Criterion 7: People Results (Sub-criterion 7.1)
- Criterion 7: People Results (Sub-criterion 7.2)
- Criterion 8: Social Responsibility Results (Sub-criterion 8.1)
- Criterion 8: Social Responsibility Results (Sub-criterion 8.2)
- Criterion 9: Key Performance Results (Sub-criterion 9.1)
- Criterion 9: Key Performance Results (Sub-criterion 9.2)
- 10. Before pushing "Submit" ...

It is located in the right margin of your browser and "grows" as the survey progresses. This means a sub-criterion will only appear in the navigation bar once you are processing it (as a result you cannot jump to criterion 9 when you are only on criterion 4).

Simply click the criterion you would like to return to. Then you can enter your additions.

In order to return to your starting point, just click on the last criterion indicated in the Question index.

5 Saving survey data

By and large, your data will be saved automatically, so that you can continue at a later point in time.

The entries you already made are saved in two ways: automatically on the one hand and you may save them manually on the other.

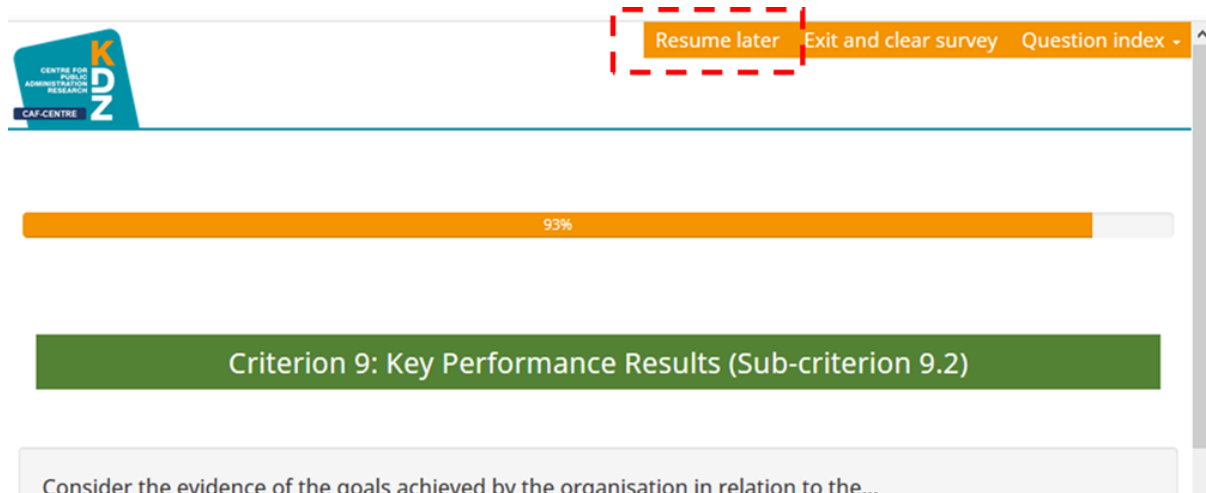
As a rule, the system will automatically save your entries when you continue to the next sub-criterion by clicking "Next". For example, if you enter your data for sub-criterion 4.1. and then click "Next", your entries will be stored.

Afterwards, you can close the survey window or tab in your browser and continue at a later point in time **by using the link provided in the invitation e-mail.**

ATTENTION: Automatic saving will always save all data entered until the sub-criterion you processed by clicking "Next". If you make entries in a sub-criterion and close the browser window or tab **WITHOUT** clicking "Next", the entries of the most recently opened sub-criterion will **NOT** be stored. It is mandatory to click "Next" to trigger automatic caching.

Your entries will then be stored up to the last sub-criterion at which you clicked "Next" – as a result your entries will be secured as far as possible.

However, if you are in the middle of editing a criterion and want to manually cache it, you can do so by clicking "**Resume Later**" in the navigation bar above.



You will then receive a brief message confirming that your entries have been saved.

ATTENTION: Since IT systems have security barriers in place in some cases, that terminate connections after a certain period of inactivity, it is recommended to close the survey window or browser tab if you expect to be inactive for 25 minutes or more after caching (either by clicking "Next" or "Resume later") and to re-enter using the link provided in the invitation e-mail once you are ready to continue processing.

6 Finalising your CAF Online participation

When you have finished work on all 28 sub-criteria, please make sure to click "Submit". This step is necessary to register your entries as complete.

Please do **NOT** click on Submit if you still want to make changes to your entries. Clicking Submit marks your unique token code as "invalidated" and the survey can no longer be opened.

This is a security measure to ensure that unauthorised parties cannot edit entries after they have been made.

For this purpose, we have provided a "**security page**" to prevent a survey from being closed accidentally (for example when a participant would like to view the survey before actually completing it).

The security page will appear **after the last sub-criterion to be processed, i.e. sub-criterion 9.2.** – "Internal results: Degree of efficiency" and looks like this:



[Resume later](#) [Exit and clear survey](#) [Question index](#) ▾

10. Before pushing "Submit" ...

You have now reached the end of the evaluation process.

Thank you very much for your participation!

Important note before you click on "Submit":

If you now click on "Submit",

- your entries are transmitted to the system.
- any caches are deleted and cannot be reactivated.
- your eligibility will be set to "completed" and you will not be able to edit your entries any further and/or edit them again.



Note on printing your entries:

- On the next page you have the possibility to print your entries.

Now click on "Submit" to complete the evaluation process.

(Click on "Previous" to edit your entries further / or again).

[Previous](#)

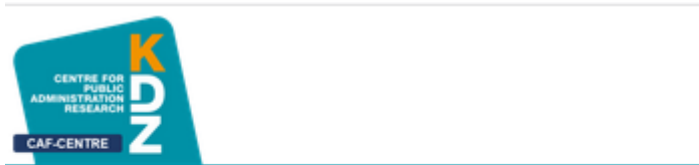
[Submit](#)

If you are sure that you have made all the entries and no further adjustments are necessary, please click "Submit".

IMPORTANT: At this point you can also click "Resume later", rethink your entries, and send your entries at a later point in time.

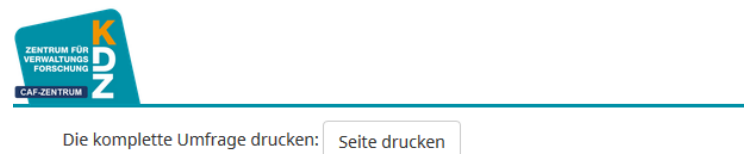
7 Printing your entries

After you release your entries to the online tool by clicking "Submit", you will receive a confirmation message. Here you can also print your answers or save them to a PDF file.



- ☐ Click "Print your answers" to do this.

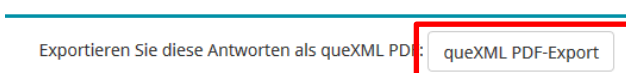
Option 1)



- ☐ Click on "**Die komplette Umfrage drucken: Seite drucken**" or press the Ctrl key and the "p" key simultaneously (combination Ctrl+p).
- ☐ The print dialog opens.
- ☐ Select the appropriate printer in the print dialog,
 - to print out the answers on paper,
 - or save it as a .pdf file on your computer.

If you cannot find an option to save as .pdf file in the print dialog, please select option 2)

Option 2)



- ☐ Click on "**Exportieren Sie diese Antworten als queXML PDF: queXML PDF-Export**"
- ☐ Now the "Save as" dialog opens. Select the directory on your PC where you want to save your answers.

Note: If you also save your answers as .pdf file, you can still view your answers electronically and print them at a later date.



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