

Performance Management

VDAB: PES of Flanders-region

Continuous Improvement and Learning

Qualitative Evaluation Reports

- Follow up of our annual Business Plan
- Actions that are difficult to 'quantify' (ie: poverty, 'MMPP', bankruptcy,...)
- Produced by our Research Department, in strong collaboration with the specific expert network
- Based on the available quantitative data, enriched with interviews.
- 'Scientific basis' by Research Department
- Conclusions formulated by the expert

Continuous Improvement and Learning

Expert Network (2011)

- Decentralized organizational structure (provincial autonomy)
- 13 Expert Networks for 13 service domains (1 central expert, 6 provincial experts)
- Linch-pin between front-office and middle- and seniormanagement
- Planning and monitoring vs. Trouble Shooters

Steering Committee on Effectiveness (2012)

- Coordination of 'all' evaluation efforts by VDAB, Ministry, other,...
- Evaluation Calendar 2013
- Advise on quality and validity of evaluations and their conclusions