

LAG SELF-ASSESSMENT

As part of our Quality Management System

LEADER Sepra

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1. Why do we have an active quality management system?

2. Self-assessment actions taken

- **Program period level 2014-2020**
- **Yearly**
- **Continuously**

Including outputs and main emerged issues




1. WHY DO WE HAVE AN ACTIVE QUALITY MANAGEMENT SYSTEM?

Challenges....

A. Realisation in last programming period that not everybody in the administration understood the LEADER principles we took for granted; resulted in misunderstandings and lack of trust

-> we hadn't properly documented decisions and their arguments; some obvious malfunction in our project process and communication





B. Information about results, feedback and deadlines was 'scattered'; this resulted in stress during annual MA and end of project reporting

-> lack of on-going system to collect information

C. As the LAG was developing/expanding tasks became more demanding

-> team members better aware of what others do, future activities more carefully planned and focus still kept on local development



Solution.....

- A. Quality management system was built in 2011-2012 with the help of NRN;** guideline for evaluation and defines what we assess (eg. values, key processes, Action plan, project results, feedback from target groups and partners, know-how of Sepra plus beneficiaries and irregularities)

- B. External evaluation - 2007-2013;** Feedback and recommendations helped develop Sepra 2020 strategy with qualitative and quantitative measures that are easier to monitor



2. SELF ASSESSMENT ACTIONS WE TAKE

Assessment according to set criteria, schedule and perspectives (customer, economics, development)

Customer perspective – Project process

- Sepra team's performance; continuous and per project (mid-term evaluation gave ~9/10)

Economic perspective – Project process

- Estimated project budget versus support used:
Periods 2014-2018/2019-2021; Goal 95% (near100%)

Development perspective – Communication process

- Acquiring new funding tools; period 2014-2020 and goal 3 new ones (achieved by the end of 2018)



PROGRAM PERIOD LEVEL 2014-2020

Internal

1. Future and quality management meetings of the board and staff (2016 – 2019)

Outputs; perspective on future, commitment

- operational area is good, no need to change, ideas for future cooperation with municipalities

2. Self-assessment Inquiry - 2017

Outputs; knowledge of performance and target group needs

- Need for improving communication skills, more help and improvements to use of HYRRÄ IT system



3. Staff self-assessment of skills and tasks 2018

Output; knowledge on staff members' own evaluation of their skills, gaps, strengths

- To offer more tools for participatory activities, In-team skills of social media can be used better

External

1. mid-term evaluation 2017 of the ministry

Output; knowledge on where Sepra is on national level “ranking”, outside comments to help to develop activities

- money by performance 😊



ANNUAL

Internal;

1. Staff-development discussions

Outputs; knowledge of team-member's expectations and thorough discussions about next years tasks

- Training courses, sharing tasks in a new way

2. Management review twice a year

Outputs; information on where Sepra is strategy-wise and how processes work

- Dealing with irregularities, improvement of Project process (board to be more active with IT-system)



External;

1. Cooperation meetings with regional authority

Output; knowledge of opinions and experiences

- Agreed that more efforts are needed to encourage businesses to apply for funding

2. Peer-audits since 2017

Outputs; colleague LAGs view on how we act according to our Quality management system

- Suggestion to inform more members about board member selection and provide more information in project memos





CONTINUOUS

Internal;

1. Quantitative assessment

Outputs; information on project results versus strategy, knowledge of LAG activities in general

- Changes have been made on percentage of support to keep balance between public-private funding

2. Qualitative evaluation

Outputs; awareness of projects' progress, understanding the versatility of CLLD in our LAG

- Commitment of board members has improved



**THANK YOU FOR YOUR TIME AND
INTEREST!**

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