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*For ten years, the Ministry of Finance of the Slovak Republic has been operating in accordance with the EFQM Excellence Model. It should be noted we have seen outstanding successes in quality management over this period.*

The Ministry of Finance of the Slovak Republic was the first central government authority in Europe to receive a five-star "Recognised for Excellence" EFQM certificate in December 2012, based on an independent assessment. Surely, we would not have won this award without exceptional, talented and responsible staff. The EFQM Excellence Model, which the Ministry decided to apply, is the most challenging quality management tool.

The Ministry of Finance launched the implementation of the EFQM Excellence Model back in 2003. The Ministry had to make internal improvements and attain high-level qualitative indicators, comparable to European standards. An organisational, functional, process and information audit was performed and its conclusions applied in practice.

In 2004, the Ministry of Finance underwent an extremely challenging process of preparation, comparison and selection of a quality management system, the first self-assessment report was prepared, and the Ministry became an EFQM member on 1 January 2005. We have since gone a long way, with the last outstanding achievement being the reception of the 5-star "Recognised for Excellence" award mentioned earlier.

Our success builds on the setup of real system-level measures and links to make sure that everyone thoroughly know their tasks and responsibilities and are able to accurately perform them to the maximum satisfaction of all stakeholders involved, with a precisely defined vision, strategies and objectives. At the same time, the quality management system is also responsible for measuring the performance and satisfaction of the Ministry's customers, employees, contractors/suppliers and companies with our products and services, and comparing them with the "best in class" performers (benchmarking).



## About The Ministry of Finance of the Slovak Republic

The Ministry of Finance of the Slovak Republic ("MFSR") is a legal entity with its registered office in the capital city of the Slovak Republic, Bratislava. The MFSR has been established by law; its competences, responsibilities and tasks are defined by the Constitution of the Slovak Republic and applicable legislation. The Ministry is led by Deputy Prime Minister and Minister of Finance of the Slovak Republic, Mr Peter Kažimír, who holds the office from 2012.

The MFSR is a central government body for finance, taxes, fees, customs, financial control, internal audit, government audit, information society development, coordination of state assistance in the field of prices and price control.

The MFSR is a state budgetary organisation with its revenues and expenditure linked to the state budget. The MFSR has a stable staff of around 660 employees.

Despite regular election cycles and related personnel changes in the Ministry management team, the continuity in the implementation of the EFQM Excellence Model has been preserved. The whole process is implemented under the auspices of the Ministry office management to which the EFQM team, comprising a coordination committee and self-assessors, reports. The functioning and implementation of the EFQM Excellence Model at the Ministry is governed by an Internal Regulatory Act that is binding for all MFSR employees.

The employees are also encouraged to improve their working environment, having a chance to participate in the preparation of action plans, which further strengthens their active engagement. An intranet electronic form is available for them to

propose changes concerning their official duties and responsibilities and/or improvements in the Ministry's working environment. This has resulted, for example, in the introduction of a separate waste collection system, introduction of double-side printing of documents, ICT-enabled Ministry board meetings, etc.

Building on the vision that **the Ministry serves as a watchdog for public finances and endeavours to keep and boost healthy financial conditions and prosperity in Slovakia**, our performance must deliver increasingly better public services and benefits through continuous improvements in the quality and effectiveness of our operations. It is the best way an organisation can win enough respect and confidence among its partners for them to believe that the rules it

promotes and the activities it carries out will yield desired results.

I am honoured to work and meet every day with people who are capable of addressing day-to-day problems and affect the lives of all of us. I firmly believe the Ministry of Finance can boast of an outstanding team of employees, excelling both personally and professionally. The Ministry of Finance is now an example and inspiration for other central government authorities as well. Therefore, winning the highest-level EFQM Excellence Award (formerly known as European Quality Award) is now another milestone and challenge on our way to excellence.

Simply said: "We like being better."

LEADING WITH VISION, INSPIRATION AND INTEGRITY