**INTRODUCTION:**
Since October 2010, the Lisbon Faculty of Medicine is making an intensive investment in QUALITY Management, with the adoption of the CAF model. Some elements of the administrative staff received training with quality management experts. This was also a favorable environment for the adoption of the CAF model by the library, with the involvement of four elements in the training sessions, making it possible to develop a project in quality management to be applied to all working processes, beginning in September 2011.

**OBJECTIVES:**
The goal of this work is to share the experience of the CAF model implementation in the Lisbon Faculty of Medicine Library. This has been a constant process of self-acknowledgement, innovation and learning, in order to achieve a continuous QUALITY improvement.

**METHODS:**
The CAF: Common Assessment Framework is a Self-Assessment Tool, inspired by the EFQM model. It was built by the European Institute of Public Administration (EIPA) to help Public Administrations in Europe improve services through self-assessment with a tool which has no costs and is adapted to the specificity of public sector organizations.

Both CAF and EFQM models have nine evaluation criteria (27 sub-criteria), which check the status of the library concerning enablers and results. The results are what the library has been able to reach with the quality of its ENABLERS.

**INNOVATION and LEARNING**
![Fig. 1 - The CAF Model](image)

Evaluation is made through the PDCA Cycle. This model resumes Deming’s concepts of Continuous Quality Improvement through continuous “Plan-Do-Check-Act”.

Self-evaluation is a comprehensive, systematic and standard revision of the activities and results in an organization. This process allows the organization to acknowledge strong points and areas that could be improved, and culminates in planned amelioration actions that are constantly monitored during the process of change.

**CONCLUSIONS:**
When the self-diagnostic phase was finished, the team planned some amelioration actions focused on two of the seven critical points identified: communication and process approach. One of the areas we are now working on is improving communication with our users, developing an information literacy project which focus on blended learning and bench learning. Concerning the process approach, all the library processes were identified in a diagram, so that we can work with planned actions and adopt best practices. The CAF model emphasizes human resources motivation as essential to change, and staff’s involvement as key to improve performance in the organization.