



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

SERVICE DELIVERY IMPROVEMENT PLAN (DRAFT)

2008-09

ABRIVIATIONS

SDIP: Service Delivery Improvement Programme

IPMP: Infrastructure Programme Management Plan

IDIP: Infrastructure Delivery Improvement Plan

IPIP: Infrastructure Programme Implementation Plan

SABS: South African Bureau of Standards

QMS: Quality Management System

ISO: International Organization for Standardization

ICT: Information Communication Technology

PMP: Project Management Programme

PSRP: Public Service Reform Project

PM: Project Manager

AO: Admin Officer

MMS: Middle Management Services

SMS: Senior Management Services

SERVICE DELIVERY IMPROVEMENT PLAN

(Public Service Regulation Part 3 C1 stipulates that an Executing Authority or an MEC in this context shall establish and sustain a Service Delivery Improvement Programme for his / her Department.

All government departments are obliged to compile and implement SDIP annually as an endeavor to improve services to address backlog and poor service delivery.

Once the SDIP document is approved by the MEC or the Accounting Officer it becomes an official departmental document and all the initiatives indicated in it should be implemented with immediate effect, within the current financial year. Affected Programme Directors or General Managers should insert the initiatives in their performance agreements or the initiatives are deemed to be incorporated in the performance agreement).

Approved

.....
HOD

.....
DATE

INTRODUCTION

Service Delivery Improvement Programme is the strategy used by the public service to improve service delivery in the public sector. SDIP document is compiled annually focusing on key services where there are deficiencies. Service delivery initiatives are selected and implemented over a period of one financial year even though sometimes it is practically impossible. For 2008/09 financial year our SDIP will microscopically concentrate on the following key services of the department namely Project Management and Supply Chain Management. The processes for the indicated Programmes are interrelated. Bidding process is a linkage between infrastructure programme implementation plan and Programme Delivery. The processes are inter-dependent i.e one can not advertise bids before IPIP is approved by client department and you can not begin with Programme Delivery before bidding process is completed.

The department is embarking on a holistic approach to remedy the situation. The approach will unfold as follows: the cross functional process should be re-engineered. The mapped “as is” processes will be critiqued i.e each activity of the process will be scrutinized to identify bottlenecks. Methods to unblock delay points will be identified, evaluated, selected, and implemented to reduce the process cycle time. This endeavor will increase output rate with the resources at our disposal.

Finally the process we will lead us to assessing the compatibility of the strategy, the structure, systems e.g ie works, GIAMA etc. so that right sizing of department can be effected. The ‘soft issues’ should not be overlooked viz: staff morale and culture. These variables should be diagnosed and be subjected to BCMEP intervention to inculcate the new culture of we belong, we care and we serve.

SDI Unit conducts monitoring of SDIP initiative quarterly and report to HOD, Premier’s Office and Portfolio Committee.

1. Project Management Executive Programme

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Infrastructure Delivery : <i>Departmental standard statement: (All capital works programmes as approved and funded by client departments will be planned, procured and implemented across the province within agreed time frames).</i>	Department of Education, Department of Health & Social Development, Communities, Consultants and Contractors.	Quantity:	80% IPIP implementation for 2007/ 08 financial year.	Quantity:	100% of prioritized projects on IPMP implementation.
		Quality:	Preambles and Specifications	Quality:	Preambles and Specification. Quality Tests on site.
		Consultation	IDIP meetings. Monthly meetings.	Consultation	Formation of IPIP committee. IPIP committee meetings. Invite key customers for strategic planning workshops.
		Access	Established service points. Project Management Programme is centralized at head office.	Access	Gradual decentralization of Project Management Programme. Reliable ICT at all service delivery points.
		Courtesy	Above average behavior towards customers.	Courtesy	High level customer oriented behavior. - wear name tags - smile to customers -introduce yourself to customers -answer incoming calls within 3-rings. -team building -invite key customers to strategic planning workshops.
		Open. & transparency.	Compliance to PAIA. Approx. 60% compliance with humility core value	Open & transparency	Awareness PAIA. 100% compliance with humility core value

		information	Information provided in print form hard copies on the following: IPIP, Reports.	information	Avail information on departmental website in time. (plans & reports) Put bill boards at all sites under construction. Quarterly reporting system with DoE.
		Redress	At present there is no redress mechanism in place between Client Department & Implementing department	redress	Open dialog between the two departments.
		Value for money	Project inspected for quality twice a month. On site quality test of material on arrival is not conducted.	Value for money	Projects executed within budget, time and quality.
		Time: Cost: H.Resources	April 2008 SMS: 8 SPM:11 PM: 17	Time: Cost: H. Resources	March 2009 Salaries for additional staff SMS: proposed structure SPM: // // PM: // //

2. SUPPLY CHAIN DIRECTORATE

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Bids management and advisory services.	Project Management	Quantity:	Processing of bids Advertising = 5/week Scheduling= 20/week Capturing= 20/week Evaluation = 8/week Awarding = 100% submitted /week	Quantity:	Processing of bids? Advertising = 30/week Scheduling= 30/week Capturing= 30/week Evaluation = 30/week Awarding = 100%
		Quality:	95% compliance to approved format	Quality:	100% compliance to approved format.
		Consultation	Adhoc consultation between PM and SCM	Consultation	IPIP committee meetings.
		Access	100% compliance physical accessibility.	Access	Departmental website and intranet.
		Courtesy	No courtesy mechanism between SCM & PM.	Courtesy	Establish courtesy mechanism.
		Open. & transparency	Mistrust Customer Relationship Management	Open & transparency	Establish mutual CRM .
		information	Information hiding	information	Provide information on infrastructure programme planning.
		Redress	Through HOD intervention	redress	Utilization of departmental Redress mechanism.
		Value for money	Bottle-necks with regard to processing of bids.	Value for money	Speedy processing of bids. Introducing ISO 9001 QMS.
		Time:	April 2008	Time:	March 2009
		Cost:	R0	Cost: R0	Salaries for additional staff
		H.Resources	MMS:3 JMS :6	H.Resources	MMS: AOs:

			AOs: 13 AC =3		
--	--	--	---------------	--	--

SDIP IMPLEMENTATION ACTION PLAN

BATHOPELE PRINCIPLES	INITIATIVE	ACTIVITIES	RESPONSIBLE DIRECTORATE	START	FINISH
Consultation	-formation of infrastructure programme implementation plan (IPIP) committee.	-nominations and appointments -planning meetings -reporting meetings	-SDI -HOD -CFO/ SM (SCM) -GITO GM	1 April 2008	30 November 2008 31 May 2008
Access	-decentralization of PM programme.	-structure -formation of project teams	- GM : PM - OD - HRM	1 April 2008	31 March 2009
	-establish reliable ICT at all service points.	-installation of LAN & WAN network at districts, help	-GITO	1 April 2008	31 March 2009

		desks, cost centers & Thusong Centers -provision of current hardware and software to staff.			
Courtesy	-customer care training	Outsourced training	S.M : HRD	1 May 2008	31 May 2008
Openness & transparency	-awareness campaign	-brochures -open days	SDI GM: PM	1 April 2008	30 April 2008
Information	-provide information in all forms of media -bill boards on sites under construction	-translations -printing -distribution	GM :GITO GM :GITO	1 April 2008	30 June 2008
	-Introduce quarterly reporting in the form of a Presentation inviting key customers	-invites -meetings	GM :PM CFO	1 April 2008	31 March 2009
Redress	-awareness campaign	-brochures -open days	SDI	1 April 2008	30 April 2008
Value for Money	-introduce quality management system to project management.	-quality manual -awareness workshop -ISO 9001 intro-workshop	SDI	1 April 2008	31 March 2009

	-re-engineering cross functional bidding process.	-invitation -internal critique workshop -external critique workshop	SM: SCM, GM: Professionals GM: Project Management	1 April 2008	30 May 2008



