

**SDIP FOR: Limpopo Department of Education
FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008**

Vision: Provide the service vision of the department/branch/division.

Mission: Explain "How" the vision will be achieved.

IMPROVE? / QUANTITY MUST COME TO THE SERVICE.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	4 700 schools	Quantity:	4 700
Monitor registration of grade 12 learners <i>G</i>	Secondary schools	Quality:		Quality:	
		• Consultation	Meetings, briefing sessions	• Consultation	Involve more tertiary institutions and businesses in the consultation process
		• Access	Telephone, write, visit, circuit offices	• Access	Improve structure and technology and equipment of circuit offices
		• Courtesy	Average	• Courtesy	Customer care training for all staff in circuit offices and head office
		• Open & Transparency	Provide full information and feedback reports	• Open & Transparency	Provide full information and feedback reports
		• Information	Brochures, flyers, local radio, media conferences, MEC Road Shows	• Information	PLUS use briefing sessions to provide fuller information
		• Redress	Complaints mechanism, suggestion boxes	• Redress	PLUS Improve structure of circuit offices

SMARTS must
SMART
when? How many?
when?
Annual Report
SMART
SMART - when? costs?

		• Value for Money	Spend budget efficiently and effectively	• Value for Money	Spend budget efficiently and effectively
		Time:	Jan 2007	Time:	Jan 2008
		Cost:	R?	Cost:	R?
		Human Resources:	10	Human Resources:	20

OK For ME
 ✓
 ✓ ?

Signed: (Minister/MEC)

Date:

Signed: (DG/HOD)

Date: