

SAMDI'S PROPOSED SERVICE DELIVERY IMPROVEMENT PLAN

Vision

The creation of a self-sustaining Organisation Transformation Centre of Excellence for public sector service delivery.

Mission

We will provide customer driven training and organisational development interventions that lead to improved public service Performance and Service Delivery.

Values

- To achieve quality
- To respond to customer needs
- To be effective and efficient
- To promote a culture of learning
- To value and empower staff

1. OFFICE OF THE DIRECTOR-GENERAL

Key service	Service Beneficiary	Current Standard		Desired Standard	
		Quantity		Quantity	
Ensure approval (attending) of all submissions G	All Units within SAMDI		All submissions in 2 weeks		All submissions in 3 days
		Quality		Quality	
		• Consultation	Reactive; tel; e-mail We use the e-mail & tel as part of enquiring about a decision on a submission	• Consultation	<ul style="list-style-type: none"> • Meeting to discuss a principle decision • E-mail as part of decision making communication channel
		• Access	e-mail, telephone to access the ODG	• Access	<ul style="list-style-type: none"> • e-mail & Tel will still be used but complemented by scheduled meetings to discuss submissions.
		• Courtesy	Ad-hoc	• Courtesy	• Complaint desk

G
SMART
(R)
G
R.

↓
ADDRESS

		• Openness & Transparency	Explaining delays of a submission	• Openness & Transparency	<ul style="list-style-type: none"> The Annual report and the Promotion of Access to Information Act (PAIA) Manual will contain with them recourse for delayed submissions
		• Redress	Ad-hoc	• Redress	<ul style="list-style-type: none"> Complaint desk will be established to handle queries
		• Value for Money	Within budget	• Value for Money	<ul style="list-style-type: none"> Within budget
		Time	End march 2007	Time	<ul style="list-style-type: none"> End March 2008
		Cost	Within budget	Cost	<ul style="list-style-type: none"> Within budget
		HR	Currently performed by 2 persons in the ODG	HR	<ul style="list-style-type: none"> Every manager to be responsible for fast tracking submissions

G
G
R
G
R
V

2. CORPORATE SERVICES

Key service	Service Beneficiary	Current Standard		Desired Standard	
Provision of information about Corporate Services policies R		Quantity	All policies related to corporate services	Quantity	<ul style="list-style-type: none"> All policies related to corporate services
		Quality		Quality	<ul style="list-style-type: none">
		• Consultation	Policies are consulted at the Departmental Bargaining Chamber (DBC)	• Consultation	<ul style="list-style-type: none"> Policies consulted at the DBC Hosting of at least 4 workshops in a year regarding updated and new policies
		• Access	All policies are accessible through the SAMDI public folders	• Access	<ul style="list-style-type: none"> Policies will be accessible through SAMDI public folder & as well as the intranet based Induction for all new employees
		• Courtesy	No complaint desk at the moment	• Courtesy	<ul style="list-style-type: none"> Complaint desk to be established to

(V)
G
SMART
Redress
(R)

					handle queries on policies
		• Openness & Transparency	Annual report	• Openness & Transparency	<ul style="list-style-type: none"> The Annual report and the PAIA Manuals will contain with them recourse action for policies which affect staff negatively
		• Redress	Ad hoc	• Redress	• Via complaint desk
		• Value for Money	Within budget	• Value for Money	• Within budget
		Time	12 weeks after policy	Time	• 4 weeks after policy
		Cost	Within budget	Cost	• Within budget
		HR	2 persons	HR	• 2 persons

(R)
 Smit
 (R)
 R
 G

3. ORGANISATION DEVELOPMENT & TRAINING SERVICES

Key service	Service Beneficiary	Current Standard		Desired Standard	
Confirmation of training programmes PROVIDE TRAINING. (R)	National, provincial and local government departments	Quantity	All training requests attended within a week	Quantity	<ul style="list-style-type: none"> All training requests attended within 24 hours
		Quality		Quality	<ul style="list-style-type: none"> Conduct Workshops with departments to understand training needs from their strategic plans Training directory Conduct Workshops with clients departments to align training to WPSP
		• Consultation	Tel, e-mail; Ad hoc presentations or even fax	• Consultation	
		• Access	Training schedule	• Access	• Training directory & road shows
		• Courtesy	Ad-hoc	• Courtesy	• Establishment of Complaint desk
		• Openness & Transparency	Explaining delays	• Openness & Transparency	<ul style="list-style-type: none"> Training directory PAIA manual & Annual report Making training reports to departments that have been trained

G
 Smit
 (R)
 G
 R
 R

					<ul style="list-style-type: none"> Establishment of an interactive web-based Suggestion Boxes where client departments can avail their suggestions
		• Redress	Ad-hoc	• Redress	<ul style="list-style-type: none"> PAIA manual & complaint desk Establishment of a web-based Suggestion Box system
		• Value for Money	Within budget	• Value for Money	<ul style="list-style-type: none"> Within budget
		Time	End March 2007	Time	<ul style="list-style-type: none"> End March 2008
		Cost	Within budget	Cost	<ul style="list-style-type: none"> Increase training budget for frontline staff
		HR	Coordinators	HR	<ul style="list-style-type: none"> Highly trained coordinators

Comp. Designer
R
G
R
R

4. BUSINESS RELATIONS MANAGEMENT

Key service	Service Beneficiary	Current Standard		Desired Standard	
		Quantity	Quality	Quantity	Quality
Provision of information to national, provincial and local government about SAMDI programmes	Departments	Quantity	All training requests	Quantity	<ul style="list-style-type: none"> All training requests
		Quality		Quality	<ul style="list-style-type: none">
		• Consultation	Training directory	• Consultation	<ul style="list-style-type: none"> Training directory, engage strategic plans of depts. Road shows
		• Access	Training directory	• Access	<ul style="list-style-type: none"> Active website
		• Courtesy	Ad-hoc	• Courtesy	<ul style="list-style-type: none"> PAIA Manual
		• Openness & Transparency	Explaining lack of sufficient information on courses through Marketing Unit	• Openness & Transparency	<ul style="list-style-type: none"> Interactive website where calls and queries can be logged directly with training services in SAMDI

Function

U

U
R
R
R
R

		• Redress	Ad hoc	• Redress	• PAIA manual and the Complaint desk
		• Value for Money	Within budget	• Value for Money	• Within budget
		Time	End March 2007	Time	• End March 2008
		Cost	With-in budget	Cost	• With-in budget
		HR	2 people	HR	• The entire units within SAMDI

R
R
G
R

SAMDI PROPOSED SERVICE DELIVERY IMPROVEMENT PLAN

Vision

Efficient Service Delivery through a capacitated public service management at senior, middle and junior management levels.

Mission

Provision and coordination of training and management development interventions that lead to improved performance and service delivery in the public service.

Values

- To achieve quality in our training and management development interventions
- To be responsive to user needs
- To be effective and efficient
- To promote a culture of learning
- To value and empower staff

1. PROVISION OF INFORMATION REGARDING OUR TRAINING SERVICES TO PUBLIC SERVICE DEPARTMENTS

Key service	Service Beneficiary	Current Standard		Desired Standard	
Provision of information regarding SAMDI Training Services to Public Service departments (Handwritten: V, FUNCTIONAL OR TASK)	National, Provincial and Local Government departments	Quantity	<ul style="list-style-type: none"> • All training requests attended within a week 	Quantity	<ul style="list-style-type: none"> • The turnaround times for all training requests to be done within 3 Days.
		Quality	<ul style="list-style-type: none"> • 60% of training programmes have been subjected to internal and external quality management system. 	Quality	<ul style="list-style-type: none"> • 80% of training programmes subjected to internal quality management system. • Programmes requiring external accreditation be accredited by relevant ETQA
		<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Reactive Consultation 	<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Proactive Consultation SAMDI will by means of letters, and with prior consultation network with depts to inform them of programs offered for the different levels of staff

	<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Training directory schedule on the SAMDI website. • 	<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Active website • Road shows at least 4 will be conducted • Exhibitions at least 4 upon invitations • PSTF conference occurs annually
	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • [Ad hoc] 	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • Promotion access to information Act (PAIA) • Clients requesting information about SAMDI services will be handled with a professional courtesy that includes respect; empathy; patience at service delivery points e.g. our coordinators are expected to practice these standards • [Use of home language wherever possible.]
	<ul style="list-style-type: none"> • Openness & Transparency 	<ul style="list-style-type: none"> • Explanation on lack of sufficient information on courses to assist departments to take a decision on what courses to take up • Annual reports 	<ul style="list-style-type: none"> • Openness & Transparency 	<ul style="list-style-type: none"> • Interactive SAMDI website • Active customer care centre • Suggestion boxes • PAIA manual • Annual reports
	<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • Currently information about the different functional units at SAMDI reside primarily in the functional units. 	<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • In order to ensure that information is easily available to our clients, we must display information in public areas on SAMDI services, venues and contact person. • Billboards/ brochures
	<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • Ad hoc 	<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • Customer care interaction with the officials • Complaint and suggestion boxes • PAIA manual • If the promise of service delivery is not met, our clients should be offered an apology, explanation and effective remedy that can be pursued by either letter or email

R

EXIP
SMART

R

R

V

		• Value for Money	• Ad hoc costing model of SAMDI services.	• Value for Money	• Comprehensive and rationalized costing model of outsourced services.
		Time	• March 2007	Time	• March 2008
		Cost	• Within the budget	Cost	• Within the budget
		HR	• 2 people	HR	• All Units in SAMDI to provide information where so required to clients.

V
G
R
V

2. INITIATION AND PROVISION OF TRAINING TO PUBLIC SERVICE DEPARTMENTS

Key service	Service Beneficiary	Current Standard		Desired Standard	
Provision/ conducting of training needs analysis [It should begin with a verb] <i>Respond to TRAINING REQUESTS?</i> R	National, Provincial and local Government departments	Quantity	<ul style="list-style-type: none"> • All training requests attended within a week 	Quantity	<ul style="list-style-type: none"> • All training requests attended within 3 Days.
		Quality		Quality	
		<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Tel, e-mail; Ad hoc presentations or even fax. • Participation of various fora involving other departments 	<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> • Tel, e-mail; Ad hoc presentations or even fax • Conduct workshops with departments to understand training needs from their strategic plans. • Conduct workshops with client departments to align training to WPSP
		<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Training schedule website 	<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> • Road shows, exhibitions etc.[At least 4 in a year] • Interactive website
		<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • Batho Pele as guiding framework emphasizing the eight principle • Explaining delays 	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> • Establishment of Complaint desk to explaining delays • Batho Pele as a guiding framework for all staff providing training

G

How? in Unit? What? R
R G
R

	<ul style="list-style-type: none"> Openness & Transparency 	<ul style="list-style-type: none"> Annual report 	<ul style="list-style-type: none"> Openness & Transparency 	<ul style="list-style-type: none"> Annual report Training directory PAIA manual Making training reports to departments that have been trained Suggestion boxes where client departments can submit their suggestions
	<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> Currently information about the different functional units at SAMDI reside primarily in the functional units 	<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> In order to ensure that information is easily available to our clients, we must display information in public areas on SAMDI services, venues and contact person. Billboards/ brochures
	<ul style="list-style-type: none"> Redress 	<ul style="list-style-type: none"> Where standards are not met, reasons will be provided & the situation rectified 	<ul style="list-style-type: none"> Redress 	<ul style="list-style-type: none"> PAIA manual & complaint desk Establishment of a web-based suggestion box system Where standards are not met, reasons will be provided & the situation rectified within 14 Days Use of Service Charter as a commitment to redress
	<ul style="list-style-type: none"> Value for Money 	<ul style="list-style-type: none"> Within budget 	<ul style="list-style-type: none"> Value for Money 	<ul style="list-style-type: none"> Within budget
	Time	<ul style="list-style-type: none"> End April 2007 	Time	<ul style="list-style-type: none"> End March 2008
	Cost	<ul style="list-style-type: none"> Within budget 	Cost	<ul style="list-style-type: none"> Increase training budget for frontline staff
	HR	<ul style="list-style-type: none"> Coordinators & experienced trainers 	HR	<ul style="list-style-type: none"> All of SAMDI coordinators trained to be well-rounded and efficient

G
 S
 How?
 what?
 START
 R
 R
 R
 R
 R

Signed: (Minister)

Date:

Signed: (Director-General)

Date: