



**Statistics
South Africa**

Preferred supplier of quality statistics



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SERVICE DELIVERY IMPROVEMENT PLAN: 2007/08

I have pleasure in submitting the Service Delivery Improvement Plan 2007/08 for Statistics South Africa.

Regards,

**MS KEFILOE MASITENG
ACTING STATISTICIAN-GENERAL
STATISTICS SOUTH AFRICA**

DATE: 03/04/2007

SDIP FOR: Statistics South Africa
FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008

Vision: To be the preferred supplier of quality statistics

Mission: To provide a relevant and accurate body of statistics to inform users on the dynamics in the economy and society through the application of internationally acclaimed practices

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provide statistical information	EXTERNAL CLIENTS <ul style="list-style-type: none"> ▪ National, provincial and local government ▪ Parliament, Research and Educational institutions ▪ Constitutional institutions ▪ Major public entities ▪ Private companies ▪ General public ▪ Media ▪ International agencies ▪ NGO's INTERNAL CLIENTS <ul style="list-style-type: none"> ▪ Stats SA Internal staff 	Quantity: (Internal and External)	Simple requests (published data/easily available data) Incoming requests logged in within one week with a response rate of 80% within 24 hrs	Quantity:	Simple requests 90% of incoming requests will be responded to within 24 hrs
			Complex requests (Unpublished data) Average 50% responded to within 2 weeks		Complex requests (Unpublished data) Average 50% responded to within 1 week
			Questionnaires (International requests/country specific statistical information) Respond to 100% within one month		Questionnaires (International requests/country specific statistical information) Respond to 60% within one week, (Remaining 40% within one month)

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		▪ Consultation	National and provincial workshops	▪ Consultation	National and provincial workshops
			Advisory committees		Advisory committees
			Respondent consultation through the website and email		Respondent consultation through the website and email
		▪ Access	Downloads (Statsonline): 903 004	▪ Access	In addition to making information available on Statsonline, a cell phone SMS system will be introduced which will be more cost effective
			Statistical releases emailed, faxed, posted and internally distributed: 150 916		It is intended to reduce this to 100 000 in 2007/08. (Increase access through the web and SMS service)
	Time series and publications: 317 803 (Downloads from time series and publications)		Increase of 10% in 2007/08		

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			Annual User Satisfaction Survey conducted in 2005/06 Knowledge of staff 78%		2% improvement in knowledge of frontline staff through generic competency training
		<ul style="list-style-type: none"> ▪ Openness and Transparency 	Explanatory notes available with each release /publications on website explaining how results were obtained, assumptions made etc.	<ul style="list-style-type: none"> ▪ Openness and Transparency 	Introduction of South African Statistical Quality Assurance Framework (SASQAF) which will improve explanatory notes
			Reports and publications (Work programme, annual report)		Reports and publications (Work programme, annual report) promoted nationally and internationally in preparation for ISI 2009 conference

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			Promotion of internship programme at universities offering 4 year qualification		
			Website, all public libraries		
			Media, National newspaper publications		
			Exhibitions/launches (12), Workshops (14 provincial workshops, 5 of which will be two day workshops). Increase the intensity and attract more data users		
Develop a Service Charter outlining Stats SA's services and standards and communicate to stakeholders					
Exhibitions/launches (11), Workshops (18 provincial workshops 1/2 day workshops)					

