

SERVICE DELIVERY IMPROVEMENT PLAN TEMPLATE

Department: Agriculture: Western Cape

Component: Farmer Support & Development

Vision: Provide the service vision of the department/. Global success, competitive, inclusive, socially responsible and in balance with nature.

Mission: Explain "How" the vision will be achieved. Provision of extension and support services and facilitation of training to farmers with special emphasis On the development of emerging farmers , implementation of land reform programmes and agricultural rural development projects.

*Success:
Process all APPLICATIONS
WITHIN 3 WEEKS.*

*NOT A
QUANTITY
STD*

*N/A TO
SDIR*

*START
Q.Q.T.C.*

IMPROVE

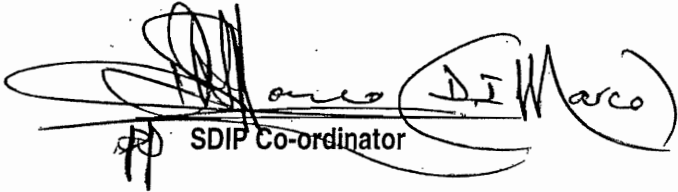
Key Service <small>(Interactions or transactions you have with the clients to satisfy their needs)</small>	Service Beneficiaries <small>(The recipient of the service)</small>	Current Standard		Desired Standard	
Application for CASP (Comprehensive Agricultural Support Program) <i>Access</i> (R)	Upcoming farmers	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small>	Work on request	Quantity:	On request or following previous recommendations
		Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be rendered)</small>	Depending on the availability of technical expertise and staff	Quality:	Refer to a dedicated organisation (such as CASIDRA) where all knowledge and skills are available
		<ul style="list-style-type: none"> • Consultation <small>(What mechanisms are in place to consult with clients to obtain their input)</small> 	Act on requests	<ul style="list-style-type: none"> • Consultation 	On continuous basis with the client as part of project management
		<ul style="list-style-type: none"> • Access <small>(Where is the service provided)</small> 	Partly on location and partly at the district offices	<ul style="list-style-type: none"> • Access 	The local representative of CASIDRA

PROVEMENT

		<ul style="list-style-type: none"> • Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i> 	Through official channels	<ul style="list-style-type: none"> • Courtesy 	Through official channels
		<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	Approval from client required on suggested product/service	<ul style="list-style-type: none"> • Openness & Transp 	Continuous discussion on product/service with the client
		<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	Continuous progress reporting at intervals	<ul style="list-style-type: none"> • Information 	Continuously
		<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Through official channels	<ul style="list-style-type: none"> • Redress 	Through official channels
		<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	Different staff from different components involved in the process	<ul style="list-style-type: none"> • Value for Money 	Project dealt with by dedicated knowledgeable, skilled personnel
		<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.t.o. timeframe)</i> 	12 months	<ul style="list-style-type: none"> • Time 	4 months
		<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	Salaries + contractor fees	<ul style="list-style-type: none"> • COST 	Management fees
		<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	Different staff from different components and departments are involved	<ul style="list-style-type: none"> • Human Resources 	Human resources of the appointed organisation

SPECIFY
SMART
QRT
SDS




SDIP Co-ordinator


HEAD: CORPORATE SERVICES


ACCOUNTING OFFICER

9 February 2007
Date

15.02.2007
Date

15.02.2007
Date

SERVICE DELIVERY IMPROVEMENT INITIATIVE

COMPONENT: FARMER SUPPORT AND DEVELOPMENT

I SUPPORT THE CHANGES AS STATED IN THE ATTACHED DESCRIPTION


MINISTER DOWRY

21/3/07
DATE

SERVICE DELIVERY IMPROVEMENT PLAN TEMPLATE

Department: Agriculture: Western Cape

Component: Corporate Services

Vision: Provide the service vision of the department: Global success, competitive, inclusive, socially responsible and in balance with nature.

Mission: Explain "How" the vision will be achieved: Provision of comprehensive professional H.R.- management within the ambit of the Public Service Act, labour legislation, collective agreements and other precripts and policies..

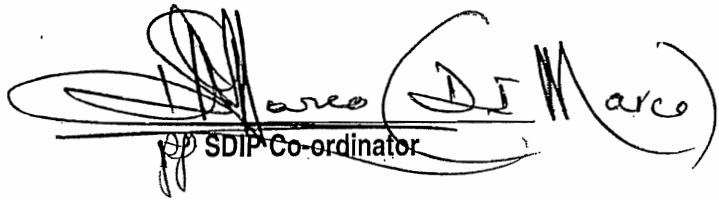
Key Service <small>(Interactions or transactions you have with the clients to satisfy their needs)</small>	Service Beneficiaries <small>(The recipient of the service)</small>	Current Standard		Desired Standard	
Administration of the recruitment and selection process <i>E.G.:</i> R FILL VACANT POSTS	All components within the Department	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighted or counted)</small>	To arrange for advertisements on request	Quantity:	Early warning system in place to remind client of the vacancy
		Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be rendered)</small>	Done as part of the HR functionaries' job that lands on the table	Quality:	Done by a dedicated unit in a programmed fashion
		<ul style="list-style-type: none"> • Consultation <small>(What mechanisms are in place to consult with clients to obtain their input)</small> 	Waited on clients to submit their requests for advertisements	<ul style="list-style-type: none"> • Consultation 	Go to clients on a regular basis to discuss establishment and vacancy matters
		<ul style="list-style-type: none"> • Access <small>(Where is the service provided)</small> 	Personnel Office	<ul style="list-style-type: none"> • Access 	Personnel Office
		<ul style="list-style-type: none"> • Courtesy <small>(What mechanisms are in place to report on behaviour of employees)</small> 	Through official channels	<ul style="list-style-type: none"> • Courtesy 	Direct liaison between client and unit

NOT A QUANTIFY STD

SMART
 QQT
 (R)

	<ul style="list-style-type: none"> • Openness & Transp <i>(What mechanisms are in place to allow clients to see obtain their input)</i> 	Draft advertisements are sent back to clients for comment before placing in media	<ul style="list-style-type: none"> • Openness & Transp 	Draft advertisements are sent back to clients for comment before placing in media
	<ul style="list-style-type: none"> • Information <i>(What mechanisms are in place to communicate relevant information with clients)</i> 	Monthly feedback	<ul style="list-style-type: none"> • Information 	Continuous feedback as the process unfolds
	<ul style="list-style-type: none"> • Redress <i>(What mechanisms are in place for clients to address problem areas- complaints or compliments)</i> 	Through official channels	<ul style="list-style-type: none"> • Redress 	Direct liaison between client and unit
	<ul style="list-style-type: none"> • Value for Money <i>(Is the service rendered at the most economical and efficient level)</i> 	All personnel involved in the R&S process as generalists	<ul style="list-style-type: none"> • Value for Money 	Dedicated personnel at appropriate levels specialising in the task
	<ul style="list-style-type: none"> • Time <i>(What is the current level of service i.L.o. timeframe)</i> 	4-5 months for filling of a post	<ul style="list-style-type: none"> • Time 	± 12 weeks
	<ul style="list-style-type: none"> • Cost <i>(What is the cost of the service)</i> 	Salaries & stationary	<ul style="list-style-type: none"> • Cost 	Salaries & stationary
	<ul style="list-style-type: none"> • Human Resources <i>(How many human resources are used to render the service)</i> 	11 people involved	<ul style="list-style-type: none"> • Human Resources 	5 people involved

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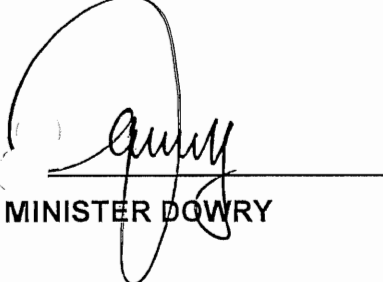

SDIP Co-ordinator

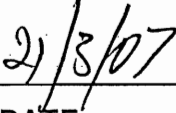
8 February 2007.
Date

SERVICE DELIVERY IMPROVEMENT INITIATIVE

COMPONENT: CORPORATE SERVICES

I SUPPORT THE CHANGES AS STATED IN THE ATTACHED DESCRIPTION


MINISTER DOWRY


DATE