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# **Presentation on Service Delivery Improvement Plan (SDIP)**

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**16 July 2012**

# Outline of the Presentation



- Definition of a SDIP
- Why a SDIP
- SDIP Directive
- Guidelines for developing a SDIP
- Conclusion

# Definition of a SDIP



- Focus on Service Delivery **improvement**
- For this reason SDIPs must be **credible, effective** and, above all, **realistic**.
- Address the 'gap' between **current state** and **desired state**
- Inform the Strategic Planning Process
- Raise the level of service delivery
- Provide a mechanism for **continuous** improvement in service levels

# Why a SDIP



- SDIPs are **compulsory** in terms of the Public Service Regulations, 2001:
- Part III.C.1 – an executing authority (Mins, MECs & Mayors) shall establish and sustain a **service delivery improvement plan** for his or her department; and
- Part III.C.2 – the executing (Mins, MECs & Mayrs) authority shall publish an annual **statement of public service commitment** which will set out the department's service standards that citizens and service beneficiaries can expect and which will serve to explain how the department will meet each of the standards

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# SDIP Directive

## Requires:

- Submission of SDIP before **31 March of every 3 yrs**
- With **2009** as baseline

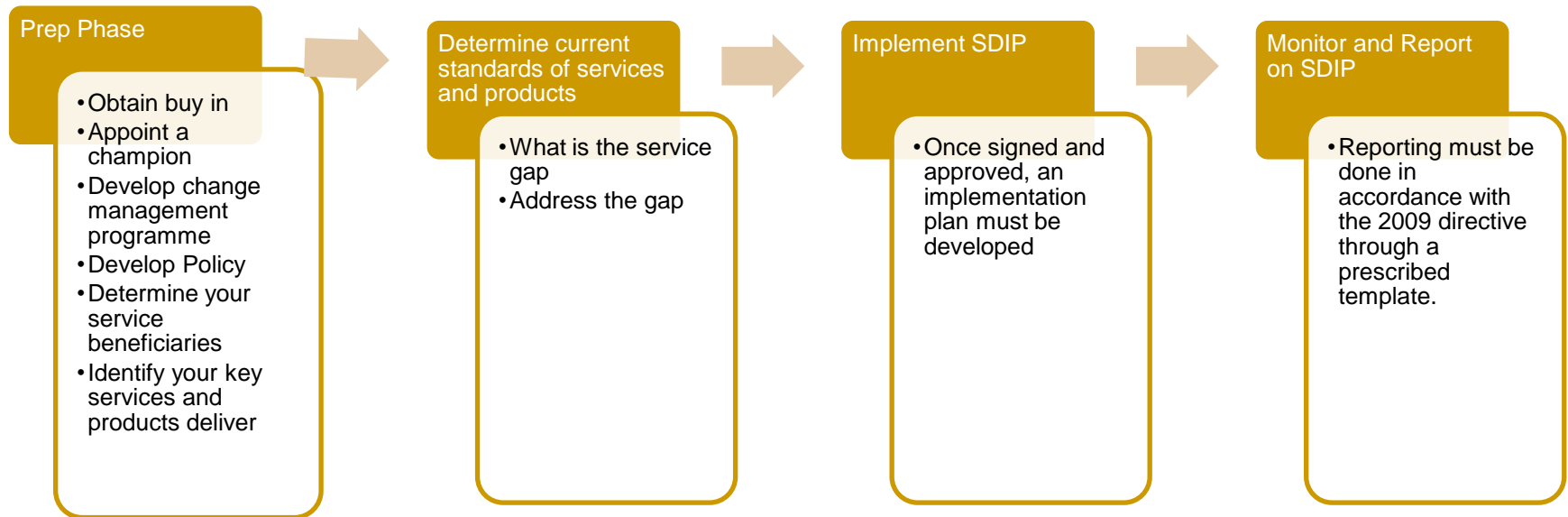
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# SDIP Directive

## 3 Years Cycle means:

- **Year 0** (which 2009) submission of SDIPs by 31 March of every 3 years – for 2009/2012
- **Year 1** (which 2010) reporting on progress since submission
- **Year 2** (which 2011) reporting progress since year 1
- **Year 3** (which 2012) final reporting on 2009 SDIP plus compilation & submission of 2012/2015 SDIP

# Guidelines in developing SDIPs



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# Conclusion

- The development of an SDIP for a department ensures that a department is continuously addressing the improvement of service delivery.
- The SDIP also forms the last step in the Service delivery planning value chain and as such need to feed into the first step of the value chain again by making inputs into the strategic planning process and the service delivery model design step.
- Further research need to be undertaken to identify and establish if SDIP is effective in all departments, even if you render non citizen focused services.





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