

SERVICES / Public Sector

Public Sector Service Delivery Excellence

Achieving the Goal

The BAS SPEAR™ Programme and Tool Kit is fully aligned with the Eleven Criteria of the South African Excellence Model (SAEM). SPEAR™ is well poised to accomplish more than any other programme in revitalising the performance and service delivery in Central, Provincial and Local Government as well as other public institutions.

In pursuit of this objective the SPEAR™ Tool Kit caters specifically for the public sector requirements of service delivery.

Today more than ever before, public sector leaders are realising that they too must adopt the same tough performance excellence standards as their counterparts in the private sector.

The cooperative nature of this thinking currently includes organisations such as the Armscor, CSIR, SARS, Auditor General, NIA, Department of Defence, Limpopo and Eastern Cape Provincial Administration, who have adopted the excellence criteria, approach as the basis for their respective performance improvement management programmes. By adopting this approach, public sector organisations - like their counterparts in the private sector - will help to put South Africa at the forefront of global leadership in public sector performance quality.

In addition to helping with the development of winning organisations, the use of the SPEAR™ impact assessment process will assist organisations gain and sustain service delivery as encapsulated in the Batho Pele Programme and its principles. The SPEAR™ Programme further offers organisations a highly visible outreach programme associated with global performance criteria and benchmarks that deliver recognised continuous improvement in public sector quality.

In the long term, the using the SPEAR™ impact assessment Tool Kit by the public sector will not only provide our Leaders with a common language on performance improvement, but will form the basis for sharing successes and building learning organisations - much remains to be done.

During the next decade, South Africa as a driving force in the newly formed AU and NEPAD, must transform corporate governance in the public sector to best leverage the position of South Africa in the African and Global Village.

All the BAS products and services fully endorse the Principles of Batho Pele and its pristine objective of putting **"People First"**.

Give Us a Call

To learn more about BAS and the SPEAR™ Tool Kit, give us a call!



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