



Front (l to r): A Moss (Office of the Premier); M Wenhold (Dept Economic Affairs);
Middle: VP Mbenga (Local Government & TA); M Gwazela (Dept Agriculture); AM Dyonan (Dept Social Development); T Gwija (Dept Treasury); C Peters (Project Manager - Office of the Premier)
Back: C Hughes (Executive Business Assessment Services - East London); BB Magwentshu (Dept Agriculture); L Tangana (Office of the Premier); L Nqunqa (OTP); VS Jack (Dept Roads and Transport).

OFFICE OF THE PREMIER: 2008 - SERVICE DELIVERY IMPROVEMENT COORDINATION FORUM

The Premier of the Eastern Cape Provincial Government is the custodian of the “**BALASELA**” Service Delivery Programme. The word **BALASELA** signifies service delivery “Excellence” in **XHOSA**. The **BALASELA** Programme with its own Value System is supported by an integrated service delivery focus, based on the universal concepts of Planning (P), Doing (D), Controlling (C) and Action (A) (continuous improvement).

The **BALASELA** Programme aims to improve service delivery excellence in the Eastern Cape Province Provincial Government by enhancing the compulsory participation, marketing and awareness of Service Delivery Excellence

The **BALASELA** Programme recognises that to achieve “better (service delivery) results ”all“ employees in the in the provincial and local government structures must be encouraged to continuously improve their “processes” through the use of a recognised and structured service delivery improvement methodology.

In pursuit of these objectives, a **FORUM** under the able leadership of Mr Clifford Peters (Project Manager, OTP), supported by Mrs. Antoinette Moss and representatives from all provincial departments (see picture above), will in future endeavour to enhance the assessment and improvement of service delivery across all departments of the Province. In addition to assessing and expressing service delivery performance in a quantitative manner - A FIRST in SOUTH AFRICA - the **FORUM** will focus on training and developing the understanding of PDCA across all levels as well as identifying best practice in the Province.

Business Assessment Services – Pretoria, the leading South African company focussing on facilitating service delivery assessment, improvement and innovation over the past 10 years, supports and provides the OTP **Balasele** Programme with the required skills development and technical support. BAS can be contacted at Pretoria, Tel; +27 12 349 2417 Fax; +27 86 602 0192, e-mail; evdheever@busasses.co.za; website: <http://www.busasses.co.za>
