



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
TRANSPORT**

SERVICE EXCELLENCE AWARDS POLICY

VERSION 2

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ACCRONYMS AND ABBREVIATIONS

1. HoD – Head of Department
2. M & E – Monitoring and Evaluation Unit
3. MEC – Member of Executive Council
4. PMS – Performance Management System
5. TSDI – Transformation and Service Delivery Improvement

DEFINITIONS

1. Gold – position 2
2. Innovative – bringing or coming up with new ideas/ methods that improve service delivery.
3. Nominees – a directorate/ institution/ unit/ district participating towards the awards project
4. Platinum – position 1
5. Service delivery team – employees working together to render main core functions of the department.
6. Silver – position 3

1. INTRODUCTION AND BACKGROUND

The Constitution of the Republic of South Africa and the Policies on the Transformation of the Public Service grants constitutional mandate to the Public Service to be responsive to people's needs and demands.

It is important to measure performance against agreed Service Standards, Strategic Objectives and Batho Pele Principles and to apply best practices in order to promote quality service delivery.

It is therefore necessary to recognize teams, units and institutions excellence by presenting awards for service excellence in order to promote and encourage quality performance.

2. PURPOSE AND OBJECTIVES

The purpose of this document is to provide guidelines on the implementation of the Service Excellence Awards for the Department of Transport.

- 2.1 The Service Excellence Awards are highly coveted awards that should be bestowed only in instances where Teams, Directorates, Districts, Units, Institutions shall have distinguished themselves through their accomplishments and excellent service delivery.
- 2.2 To recognize the efforts of all teams, units, directorates, institutions within the Department of Transport in improving service delivery.
- 2.3 To promote good governance and accountability within the Department.
- 2.4 To inculcate the spirit of sharing best practices and excellent service delivery.
- 2.5 To encourage the spirit of pro-activeness, innovation, team work and creativity.
- 2.6 To encourage improved productivity levels and optimal utilization of resources.
- 2.7 To prepare nominees for the Premier's Service Excellence Awards as well as other National and International Awards projects.

3. LEGISLATIVE FRAMEWORK

- 3.1 Constitution of the Republic of South Africa, 1996
- 3.2 White paper on Transformation of Public Service
- 3.3 White paper on Transforming Service Delivery/ Batho Pele
- 3.4 Limpopo Growth and Development Strategy
- 3.5 Batho Pele Revitalization Strategy
- 3.6 Provincial Batho Pele Strategy
- 3.7 Public Service Regulations Act
- 3.8 Provincial Performance Management System
- 3.9 Departmental Service Excellence Awards Policy Version 1

4. POLICY PRONOUNCEMENT

Implementation of this policy will be guided by Batho Pele Principles.

5. SCOPE OF APPLICATION

- 5.1 This Award Scheme is, except where otherwise indicated applicable to all directorates, teams, units, and institutions within the Department of Transport.
- 5.2 The Award Scheme will not be applicable to teams, units, directorates, institutions which are less than twelve months in place.
- 5.3 **The implementation of the awards will be based on implementation of the following:**
 - a. Departmental/ Districts/ Directorate Annual Performance Plan
 - b. Strategic Business Unit Plans
 - c. Batho Pele Principles
 - d. Service Delivery Improvement Programmes

6. INSTITUTIONAL ARRANGEMENT

Transformation and Service Delivery Improvement Directorate within the Department will be responsible to coordinate the implementation and serve as a secretariat of the award project.

7. CATEGORIES OF THE AWARDS

7.1 The award will recognize all teams, units, directorates, institutions within the Department of Transport in line with the above objectives of the Departmental Awards Policy.

7.2 The following prizes will be awarded per category:-

- a. Platinum
- b. Gold
- c. Silver

7.3 The Departmental Service Excellence Award ceremony will be held annually.

7.4 The MEC may decide to bestow a special Award.

7.5 Recognition of winners will be symbolized in the form of a certificate, trophy and an educational tour, holiday or vouchers to learn best practices from other Provinces. The Team should indicate the area to be visited for the exchange programme and learning the best practices and source funds from one of the Directorates. The TSDI should be the overall coordinator of the Tours in partnership with the Teams. The Platinum Winners should be the one's qualifying for the educational or exchange programme. An after-care programme should be developed for all the winning Teams.

7.6 The award will be bestowed according to the following categories and prizes:-

7.6.1 Best Service Delivery Team of the Year

This will include the following:-

- Directorates and Units within the main core functions of the Department only at district level.

PRIZE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	2
TOTAL	4

7.6.2 Best support Team of the Year

This will include the following:-

- All support functions within the department at both head office and district level

PRIZE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	2
TOTAL	4

7.6.3 Best innovative Team of the Year

This category will include:-

- Any team indicated under item 7.6.1 and 7.6.2 above

PRIZE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	2
TOTAL	4

8. SCORING CRITERIA

The winning team/ service delivery institution will be scored as indicated below in relation to the prize

PRIZE	PERCENTAGE
Platinum	81% - 100%
Gold	61% - 80%
Silver	45% - 60%

9. APPOINTMENT OF ASSESSORS

The Head of Department shall appoint the assessors from the following:-

- 9.1 Performance Management System – representative
- 9.2 Labour Directorate – representative
- 9.3 Labour Organizations – representatives
- 9.4 Departmental key stakeholders – representative
- 9.5 Office of the Premier – representative

The assessors should rotate annually.

10. NOMINATION PROCEDURE

10.1 NOMINATION CRITERIA

- 10.1.1 Directorates, Teams, Units, Institutions that obtain final score of 3 to 5 rating and with proof of outstanding performance and excellence will qualify to be nominated for the awards. The Districts should conduct preliminary awards at a District level and only certificates should be awarded.

10.1.2 The following criteria will be used to assess nominees:

10.1.2.1 Exceptional creativity and innovation

- 10.1.2.1.1 Creatively develop new programs and models of service delivery.
- 10.1.2.1.2 Develop solutions to difficult situations.
- 10.1.2.1.3 Successfully reorganize work in new ways to achieve the unit's objectives.

10.1.2.2 Responsiveness in delivering services to the clients

- 10.1.2.2.1 Implementation of Batho Pele Principles.
- 10.1.2.2.2 Demonstrate initiatives willingness and skills to assist clients beyond the scope of the team's objectives.
- 10.1.2.2.3 Share experiences, knowledge and resources with other teams/ institutions within and outside the department that successfully effect change.

10.1.2.3 Clear dedication to high standards of attaining the set objectives

- 10.1.2.3.1 Performance of assigned duties in such an outstanding manner and such identifiable benefits as to be clearly exceptional and deserving of the highest form of recognition.
- 10.1.2.3.2 Work consistently to upgrade skills and take the initiative to seek out additional assignments.
- 10.1.2.3.3 Consistently excel in performing the duties and responsibilities

10.1.2.4 Continually contribute to a positive work environment

- 10.1.2.4.1 Maintain a professional demeanor during a crisis and motivates other teams/ institutions to do the same.
- 10.1.2.4.2 Exemplifies a team player and contributes to a supportive team-oriented workplace.
- 10.1.2.4.3 Demonstrate commitment to the people and to the Public Service.

10.1.2.4.4 There should be a linkage between the Service Excellence and PMS.

10.1.2.4.5 Adhere to Code of Conduct.

10.2 NOMINATION PROCESS

10.2.1 Nomination will be done based on the annual performance and evaluation of teams.

11. ASSESSMENT

11.1 The assessors will consider the annual reports, annual performance plan, operational plan and the annual results of the performance assessment of the nominees.

11.2 Assessors shall conduct interviews and site visit for all nominees.

11.3 In case where evidence is not sufficient or more details/ information is required, the team may be requested to provide more evidence that is giving more information as determined by assessors.

11.4 The assessors should recognize the partnership of Teams with Stakeholders.

11.5 The contractors' work should be recognized as an extra effort.

11.6 The assessors should help the Teams on areas of improvement and feedback after the assessment process.

11.7 Customers or service recipients will be contacted where necessary or customer satisfaction survey or monitoring and evaluation report might be considered.

11.8 Assessors will submit the consolidated report about the result of the assessment to the MEC through Head of the Department.

11.9 The Head of Department and the Executing Authority will ratify the recommended winners.

11.10 The winners will be announced during the awards ceremony to be held on a date approved by the MEC.

11.11 All participating Teams should be awarded certificates.

11.12 The Teams that share the points should be awarded the same prize.

12. AWARDS CEREMONY

- 12.1 The MEC will award the winners every year.
- 12.2 The Departmental Service Excellence Award Winners will be afforded to participate in the Premier Service Excellence Awards based on the Policy as well as other National and International Awards projects.
- 12.3 The Traffic Awards should be conducted separately at a date determined by the MEC.

13. FORFEITURE OF AN AWARD

The MEC will have the right to withdraw the awards in cases where the nominees submitted fraudulent or misrepresented documents and disciplinary measures Instituted against a perpetrator.

14. OBJECTIONS

The objections should be resolved before the Awards Ceremony.

15. DISPUTE RESOLUTION

Disputes arising from these awards will be dealt with in accordance with relevant applicable dispute resolution mechanism.

16. DATE OF IMPLEMENTATION

The date of implementation is the date of signing.

17. REVIEW AND TERMINATION OF THE POLICY

The policy will be reviewed every twenty four months based on the comments and inputs from the stakeholders and it will be terminated upon the inception of the new policy.

18. MONITORING AND EVALUATION

TSDI will monitor the implementation of this policy. M&E unit within the Department will also track progress and policy achievement in terms of the objectives.

19. DEFAULT

Any third party who has a contractual relation with the Department and contravenes the provision of the policy will be dealt with in terms of the penalty clause of the agreement entered into by and between him/her and the Department. Employees who violate this policy will be disciplined in terms of the measures contained in or published in one or more prescripts that are contained in the Legal Framework of this policy.

20. INCEPTION DATE

The inception date of this policy will be within 30 days after the approval by the Authority.

21. ENQUIRIES

Enquiries regarding this policy should in the first instance be directed to the TSDI.

Recommended/ not recommended

For approval



ACCOUNTING OFFICER

12/5/15

DATE

Approved/ not approved



MEMBER OF EXECUTIVE COUNCIL

12/05/15

DATE