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**CIRCULAR MEMORANDUM**

**To:** Permanent Secretaries and Heads of Department **File:** 29/685/23/2  
**Subject:** Service Excellence Awards Program 2009 **Date:** 25.08.09

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- 1.0 Your nominated Service Excellence Champions have undergone the Awareness session with the Training Productivity Authority of Fiji (TPAF) from the 12<sup>th</sup> – 13<sup>th</sup> August, 2009 and are now familiar with the Service Excellence Awards (SEA) Framework, the Evaluation process and timelines for this year.
- 2.0 Service Excellence Champions should now have established Service Excellence Committees that will prepare your organisation for this year's Evaluation process.
- 3.0 The first task would be to submit an Application indicating the level of recognition your organization would be applying for by the 31<sup>st</sup> of August, 2009. For this year, this will either be the 'Achievement in Service Excellence' or the 'Fiji Public Service Excellence Prize'.
- 4.0 All organizations would then have to compile a 'Desktop Submission' based on the seven categories of Evaluation. The seven categories and 22 items for Evaluation and their allocated points are attached as Appendix 1. Six hard copies and a soft copy of your Desktop submission are to be submitted to the SEA secretariat on the 2<sup>nd</sup> September, 2009.
- 5.0 The SEA Framework, Application form, Desktop Submission Template and Names of all Service Excellence Champions are available at <http://www.psc.gov.fj/News/serviceExcellence.aspx>
- 6.0 Should you require additional clarification, please contact Lavenia Rokovucago ([lavenia.rokovucago@govnet.gov.fj](mailto:lavenia.rokovucago@govnet.gov.fj)) or Litia Saumaka ([lsaumaka@govnet.gov.fj](mailto:lsaumaka@govnet.gov.fj)) on 3314588 ext 219 and 231.

**Parmesh Chand**

**PERMANENT SECRETARY FOR THE PUBLIC SERVICE**

## APPENDIX 1: WEIGHTING OF CATEGORIES AND ITEMS

As shown in the table below, the management system, as reflected in the Categories and Items of the Service Excellence Framework can be scored out of 1000 points.

CRITERIA		Points
<b>1.0</b>	<b>Leadership &amp; Management</b>	<b>(180)</b>
1.1	Strategic Direction	60
1.2	Organisational Culture	40
1.3	Leadership throughout the organisation	40
1.4	Environmental & Community contribution	40
<b>2.0</b>	<b>Strategy &amp; Planning Processes</b>	<b>(100)</b>
2.1	Understanding the Business Environment	40
2.2	The Planning Process	30
2.3	Development and Application of Resources	30
<b>3.0</b>	<b>Data, Information &amp; Knowledge</b>	<b>(100)</b>
3.1	Collection & interpretation of data and information	30
3.2	Integration & use of knowledge in decision making	40
3.3	Creation & management of knowledge	30
<b>4.0</b>	<b>People</b>	<b>(160)</b>
4.1	Involvement & commitment	60
4.2	Effectiveness & development	50
4.3	Health, safety & well-being	50
<b>5.0</b>	<b>Customer Focus</b>	<b>(150)</b>
5.1	Knowledge of customers & markets	60
5.2	Customer relationship management	50
5.3	Customer perception of value	40
<b>6.0</b>	<b>Processes, Goods &amp; Services</b>	<b>(160)</b>
6.1	Innovation process	40
6.2	Supplier and partner processes	30
6.3	Management & improvement of processes	50
6.4	Quality of products & services	40
<b>7.0</b>	<b>Organisational Performance</b>	<b>(150)</b>
7.1	Indicators of success	100
7.2	Indicators of sustainability	50