



P.S.C.

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Making a Difference

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Circular Memorandum

To: Permanent Secretaries and Heads
of Department

File: 29/685/23/2

Subject: SERVICE EXCELLENCE AWARDS EVALUATORS

Date: 03.09.2009

- 1.0 As part of the preparation for the 2009 Service Excellence Awards (SEA) Evaluation process, Training for all Evaluators will be facilitated by the Training and Productivity Authority of Fiji (TPAF) and held at the PSC CTD SES Conference Room in Nasese.
- 2.0 Your assistance and cooperation is sought for the release of all those that are trained Fiji Business Excellence Awards (FBEA) Evaluators and those that wish to participate as Evaluators for the 2009 SEA.
- 3.0 Officers that have previously been involved in the SEA Evaluation process and officers (SSO3 level equivalent and above) interested in becoming SEA Evaluators, are to register their interest with your respective Service Excellence Champions.
- 4.0 The Evaluators training for **Group A** will take place from the **15th - 16th September**, and **Group B** will take place from the **17th - 18th September**. Evaluators will be informed of their respective groups.
- 5.0 This year's site visit evaluations will take place over a period of two weeks in the month of October. You will be informed by your Evaluation teams of the exact site visit dates and requirements.
- 6.0 The Secretariat reserves the right to select the Evaluators for the 2009 Evaluation process and also the allocation of the Evaluation teams and respective team leaders.
- 7.0 With your endorsement, your Champions are to submit names and the relevant details of all proposed Evaluators to the SEA Secretariat by the 8th of September, 2009 to Litia Saumaka via Email : lsaumaka@govnet.gov.fj or on Telephone: 3314588 ext 231.

- 8.0 Relevant forms and details regarding the 2009 SEA program are available at <http://www.psc.gov.fj/News/serviceExcellence.aspx>.
- 9.0 Should you require additional clarification, please contact either Lavenia Rokovucago (lavenia.rokovucago@govnet.gov.fj) or Litia Saumaka (lsaumaka@govnet.gov.fj) on 3314588 ext 219 and 231 respectively.



Parmesh Chand
PERMANENT SECRETARY FOR PUBLIC SERVICE & SUGAR INDUSTRY

