

PSC CIRCULAR

Public Service Commission, Berkeley Crescent, P.O. Box 2211
Government Buildings, Suva. Telephone 3314 588

PSC CIRCULAR NO. : 13/10

TO: Permanent Secretaries and
Heads of Departments

FILE: 29/685/23/2

DATE: 19/04/2010

SUBJECT: 2010 SERVICE EXCELLENCE AWARDS PROGRAMME

The Public Service Commission would like to once again announce the commencement of the 2010 Service Excellence Awards (SEA) Programme earlier communicated in the Circular Memorandum dated 13th April 2010.

The SEA programme details are articulated as follows:

1.0 Service Excellence Awards Committee

The SEA Programme is coordinated by the SEA Committee. The Permanent Secretary for the Public Service chairs the committee which consists of Permanent Secretaries of the following Ministries:

- i) National Planning
- ii) Finance
- iii) Labour, Industrial Relations and Employment
- iv) Information, National Archives and Library Services

2.0 Service Excellence Awards Framework

The SEA Programme will continue with the use of the Service Excellence Awards framework as utilised in the 2009 Evaluation process. The SEA Framework is available on the PSC website at www.psc.gov.fj or upon request from Ms. Fatafehi Luveni via email at fatafehi.luveni@psc.gov.fj

The SEA Framework Assessment criteria (seven categories and 22 items) and allocated points are highlighted in **Appendix I**.

3.0 Service Excellence Awards Secretariat

The Management Improvement Division will again act as the SEA Secretariat to the SEA committee and will be responsible for communicating all the SEA Programme requirements to all participating agencies. The Division is located at Berkeley Crescent, Suva.

All your general queries relating to the Service Excellence Awards Programme are to be directed to the Acting Director Management Improvement Ms. Laite Waseiyaroi by phone on 3314588 ext 404 or via email at lwaseiyaroi@govnet.gov.fj.

4.0 Service Excellence Awards Timeline

Government Agencies are to again note the 2010 SEA Timeline and the stipulated deadlines attached as **Appendix II**.

5.0 Fiji Civil Service Public Week and Official Launch of the SEA Programme

The official launch of the 2010 SEA Programme by the Prime Minister will take place on the 19th of May, 2010 at the Ratu Sukuna Park, Suva. He will also launch the Civil Service Public Week that is coordinated by the Ministry of Information.

In all three Divisional Centres, (Lautoka, Suva and Labasa) all Government agencies will be required to showcase core services and have available forms and information materials to be displayed to the general public.

All queries relating to the Civil Service Public Week are to be directed to the Acting Director Information, Mr. Pene Baleinabuli by Phone on: 3301806 or via Email at pnbaleinabuli@info.gov.fj.

6.0 Government Agency Participation

The Prime Minister has fully endorsed the implementation of the 2010 programme and as such, participation of all Government agencies is mandatory. The list of participating agencies is attached as **Appendix III**.

6.1 Application for Awards

All participating agencies are required to fill in the Application form attached as **Appendix IV** and submit to the Secretariat, at the Management Improvement Division, Public Service Commission, Berkeley Crescent, SUVA by **21st of May, 2010**.

Agencies are invited to apply for the following Awards:

- i) **Achievement in Service Excellence Awards** (401 - 550 points)
This award recognises agencies in which the integration of Quality Management practices into their operations is becoming established. Improved performance can be demonstrated across most criteria areas.
- ii) **Fiji Public Service Excellence Awards Prize** (551-700 points)
This award recognises agencies in which there is good integration of Quality Management into organisation operations.

Improved performance is most important to the organisation. Improved performance is demonstrated and visible right throughout the Agency. Organisational results are demonstrated through key specific outcomes, financial and human resource results, operational performance, leadership and social responsibilities.

Soft copies of the application form are to be sent to Mr. Jerry Kelei at jerry.kelei@psc.gov.fj and Ms. Fatafehi Luveni at fatafehi.luveni@psc.gov.fj

6.2 Nomination of Service Excellence Champions

All Government agencies should have now nominated their Service Excellence Champions. These Champions will undertake the following roles:

- i) Establish or strengthen Agency SEA Committees
- ii) Act as focal points for the participating agency
- iii) Report directly to the Head of the Agency on the implementation of the Service Excellence Awards programme and evaluation process
- iv) Attend the Champions Information Seminar on the 20th of April, 2010
- v) Liaise with the SEA Secretariat and Team leaders of the evaluating team for the evaluation process requirements
- vi) Coordinate logistics for evaluators including travel outside of Suva
- vii) Submit the 2010 Feedback Report to the Head of the agency
- viii) Circulate the 2010 SEA Feedback Report to Management and all staff of the agency
- ix) Arrange for the face to face feedback with the SEA Secretariat
- x) Formulate implementation mechanism for the feedback report

Names of your Service Excellence Champion were to have been submitted to Ms. Fatafehi Luveni at fatafehi.luveni@psc.gov.fj by the 15th of April, 2010.

6.3 Nomination of Evaluators

All Agencies are required to nominate a minimum of seven (7) Evaluators based on the following criteria:

1. Past experience/Training as a Fiji Business Excellence Awards or Service Excellence Awards evaluator. For those with no prior experience or training, it is preferred that they are at least SS03 level or equivalent and above.
2. Demonstrated excellent communication skills (oral & written) in English. In particular, the ability to :
 - write articulate reports for Management

- conduct structured interviews with HODs/Management and staff of an Agency
- 3. Supervisory/management experience or demonstrated leadership/management competencies and attributes including a high level of commitment, teamwork, punctuality, ability to work long hours with minimal supervision and a passion to drive 'Excellence' in the Civil Service.

Please submit your nomination of Evaluators using the form in **Appendix V** (soft copies are available on www.psc.gov.fj or from Ms. Fatafehi Luveni at fatafehi.luveni@psc.gov.fj). As in the SEA timeline, nominations are to reach the SEA secretariat by the **21st of May, 2010**.

7.0 Heads of Government Agencies Half Day Seminar

You would have been informed of the Half day seminar for all the Heads of Participating Agencies on the SEA Framework and the evaluation process. This will be conducted by TPAF and will take place at the **Holiday Inn (Banyan Room) on the 22nd of April, 2010**. All Heads of Agencies are requested to be at the venue by 8:30am.

This seminar will specifically focus on how the SEA framework is used to determine the levels of recognition for the Awards and how your Government agency can improve its overall organisation performance. Please confirm your attendance with Mr. Jerry Kelei at jerry.kelei@psc.gov.fj and Ms. Fatafehi Luveni at fatafehi.luveni@psc.gov.fj.

8.0 Special Awards

The SEA Committee has endorsed the inclusion of two new awards in addition to the Energy Award that was presented in the 2009 Service Excellence Awards. These are:

- 1) **Health Award-** to recognise government agencies that are actively promoting health and fitness programmes to bring about a healthy and productive workforce.
- 2) **E-Governance Award-** to recognise Government Agencies that have embraced e-governance and technology to enhance their service delivery.

Criteria for the Selection of these Awards once finalized will be communicated to all Participating Agencies.



Parmesh Chand
Permanent Secretary for the Public Service



THE ASSESSMENT CRITERIA

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
1.0	Leadership & Management	(180)
1.1	Strategic Direction	60
1.2	Organisational Culture	40
1.3	Leadership throughout the organisation	40
1.4	Environmental & Community contribution	40
2.0	Strategy & Planning Processes	(100)
2.1	Understanding the External Environment	40
2.2	The Planning Process	30
2.3	Development and Application of Resources	30
3.0	Data, Information & Knowledge	(100)
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
4.0	People	(160)
4.1	Involvement & commitment	60
4.2	Effectiveness & development	50
4.3	Health, safety & well-being	50
5.0	Customer Focus	(150)
5.1	Knowledge of customers	60
5.2	Customer relationship management	50
5.3	Customer perception of value	40
6.0	Processes, Goods & Services	(160)
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
7.0	Organisational Performance	(150)
7.1	Indicators of success	100
7.2	Indicators of sustainability	50

2010 SERVICE EXCELLENCE AWARDS TIMELINE

ACTIVITIES	APR	MAY	JUNE	AUG	SEP	OCT	NOV
Champions One day Workshop (Parliament Complex)	20 th						
PS/HOD 's Half Day Seminar (Holiday Inn)	22 nd						
Evaluators Nomination Form due		21 st					
Agency Application Forms Due							
Agency Desktop Submissions Due			15 th				
Training of SEA Evaluators (Government Training Centre)			7 th – 18 th				
Team Leaders briefing			28 th				
Distribution of Submissions Per Team			29 th				
Desktop Evaluation Begins (Evaluation of Agency Submission)			30 th				
On- Site Visit Evaluation (Visit to Agency HQ and outer stations)				2 nd - 6 th			
SEA Report Preparation (Compilation of Feedback and Panel of Review Reports)				9 th - 13 th			
Panel of Review Meeting (Independent Panel of Review to decide on Awards)					14 th - 15 th		
Service Excellence Awards Night (Vodafone Arena)						29 th	
Face to Face Feedback to Agencies							8 th -19 th
Evaluation Process Review Meeting							12 th

**2010 LIST OF PARTICIPATING AGENCIES**

No.	MINISTRY/DEPARTMENT
1.	Office of the President
2.	Office of the Prime Minister and Legislature
3.	Public Service Commission
4.	Office of the Attorney General & Solicitor General
5.	Public Enterprise, Tourism and Communications
6.	Finance
7.	National Planning
8.	Bureau of Statistics
9.	Government Procurement Office
10.	Printing and Stationery
11.	Information Technology and Computing Services
12.	Indigenous Affairs
13.	Provincial Development & Multi-Ethnic Affairs
14.	Defence & National Security
15.	Immigration
16.	Labour, Industrial Relations and Employment
17.	Foreign Affairs, International Cooperation and Civil Aviation
18.	Office of the Auditor General
19.	Judiciary
20.	Office of the Director of Public Prosecutions
21.	Justice
22.	Prisons

23.	Information and Media Relations, National Archives and Library Services
24.	Fiji Police Force
25.	Education, National Heritage, Culture & Arts, Youth and Sports
26.	Health
27.	Local Government & Urban Development, Housing & Environment
28.	Women and Social Welfare
29.	Youth, Sports and Employment Opportunities
30.	Agriculture
31.	Fisheries
32.	Forests
33.	Lands
34.	Mineral Resources
35.	Industry and Trade
36.	Co-operatives
37.	Government Shipping Services
38.	Meteorological Services
39.	Fiji Islands Maritime Safety Administration
40.	Works and Transport
41.	Public Utilities & Energy



SERVICE EXCELLENCE AWARDS APPLICATION FORM



1. APPLICATION

Please tick one box:

Application Level

Fiji Public Service Excellence Prize

Achievement in Service Excellence Award

2. YOUR DETAIL

Full name and address of the applicant organisation

Head of Agency: Dr/Mr. /Ms. /Mrs. *(Please indicate)*

Surname/First

name: _____

Title: _____

Telephone: _____ Fax: _____

Personal Assistant details:

Surname/First name: _____

E-mail: _____

Service Excellence Champion Details: Mr./Ms./Mrs. *(Please Indicate)*

Surname/First name: _____
Title: _____
Telephone: _____ Fax: _____
Email: _____

Alternative contact person:
Surname/First name: _____
Telephone: _____
Email: _____

(Please inform the Awards Secretariat if the Head of Agency or Service Excellence Champion changes)

3. OUR ORGANISATION

The following questions are designed to provide an overview of the applicant's activities as expressed in such documents as Mission and Vision statements. Copies of published Mission and Vision statements may be attached in response. If your organisation does not have formal statements, you may give a brief description of what it is trying to achieve to address the intent of the questions.

OUR VISION:

OUR MISSION:

OUR PRINCIPAL GOALS:

OUR VALUES:

OUR MAJOR OBJECTIVES FOR 2010 - 2011:

OUR CUSTOMERS:

Description of the major functions/ core services:

Geographical spread of the applicant's activities, e.g. Number and location of offices.

Please forward the completed application form to the Awards Secretariat by the 21st of May, 2010.

SEA Secretariat
Civil Service Reform Unit
Management Improvement Division
Public Service Commission
Berkeley Crescent,
P.O. Box 2211, Govt. Buildings,
Suva, Fiji.
Email: jerry.kelei@psc.gov.fj or fatafehi.luveni@psc.gov.fj
Phone: 3314588 ext 219, 231



2010 SERVICE EXCELLENCE AWARDS EVALUATORS

Evaluators Nomination Form



APPENDIX V

PART 1: ORGANISATION/CHAMPION DETAILS

MINISTRY/DEPARTMENT	
NAME OF SERVICE EXCELLENCE CHAMPION	

PART 2: EVALUATOR DETAILS

No.	Name of Officer	Current Post/Level	Email	Qualifications/Experience/Competencies/Attributes <i>Please state officer's qualifications and details (if applicable) of Fiji Business Excellence Awards (FBEA)/SEA training/ has previously been involved in the SEA Evaluation process. Also include relevant details as articulated in PSC Circular Criteria for Evaluators.</i>
1				
2				
3				
4				
5				
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9				
10				

PLEASE SUBMIT VIA EMAIL TO THE SECRETARIAT BY THE 21ST OF MAY 2010:

Email: jerry.kelei@psc.gov.fj and fatafehi.luveni@psc.gov.fj

Phone: 3314588 ext 219 and 231.