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## **Continuous Improvement in Public Services**

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### **Detailed Progress**

# I Improve productivity and quality of service

To achieve results in this area, various initiatives have been undertaken in the past year. Details are set out below —

Initiative *	Target #	Present Position †
<p>To develop proposals to extend the call centre concept beyond environmental hazards and cleanliness issues</p> <p><i>(Efficiency Unit (EU))</i></p>	<ul style="list-style-type: none"> <li>● To identify and agree the second phase of work by mid-2002</li> <li>● To implement the second phase by end-2002</li> </ul> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To develop proposals for a unified contact centre supported by a shared database that will provide consistency of information and customer convenience</p> <p><i>(EU)</i></p>	<p>To have the proposals ready for consultation by end-2002</p> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To take forward the management changes of the Survey and Mapping Office</p> <p><i>(the then Planning and Lands Bureau/EU)</i></p>	<p>To implement changes by end-2002</p> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>

\* the bracketed information denotes the agency with lead responsibility for the initiative

# the bracketed information denotes the year in which the target was set

† the bracketed information denotes the status of the target

Initiative	Target	Present Position
<p>To identify and develop best practices to improve the way the public and private sectors work together to deliver public services</p> <p><i>(EU/the then Management Services Agency (MSA))</i></p>	<p>To research and publish a number of practical guides in 2002</p> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To identify opportunities and develop proposals on private sector involvement and other productivity improvements</p> <p><i>(EU/MSA)</i></p>	<ul style="list-style-type: none"> <li>● To identify at least 20 opportunities during 2002</li> <li>● To develop proposals for some 50% of the opportunities for discussion/approval during 2002</li> <li>● To implement 80% of the developed proposals within an identified time frame</li> <li>● To conduct post-implementation reviews to confirm that the targetted productivity and service improvements are achieved</li> </ul> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>

Initiative	Target	Present Position
<p>To conduct management improvement projects within departments to improve flexibility, service quality and operational efficiency</p> <p>(MSA)</p>	<ul style="list-style-type: none"> <li>● To conduct at least 20 management improvement projects during 2002</li> <li>● To assist in implementing improvement measures arising from such projects as appropriate</li> <li>● To conduct post-implementation reviews to confirm that the targetted improvements are achieved</li> </ul> <p>(2001)</p>	<p><i>(Action in Progress : On Schedule)</i></p>

## 2 Facilitate better performance measurement

To achieve results in this area, various initiatives have been undertaken in the past year. Details are set out below —

Initiative	Target	Present Position
To support policy bureaux in improving performance measures <i>(Efficiency Unit (EU))</i>	To respond to all requests from bureaux <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To scope the potential of an Executive Information System to provide a hierarchy of performance information from Policy Objectives to departmental initiatives <i>(EU)</i>	To develop detailed proposals by mid-2002 <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To develop a risk management and assurance service <i>(EU/the then Management Services Agency)</i>	To develop detailed proposals and implementation plan by end-2002 <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>
To continue to implement models for measuring community and customer satisfaction to provide up-to-date data on Government's performance <i>(EU)</i>	To extend the models to cover 15 bureaux and departments by end-2002 <i>(2001)</i>	<i>(Action in Progress : On Schedule)</i>

Initiative	Target	Present Position
<p>To develop a mechanism and collect data to assess public sector productivity and provide high-level targets</p> <p>(EU)</p>	<ul style="list-style-type: none"> <li>● To develop a mechanism by end-2001</li> <li>● To collect data and set targets by end-2002</li> </ul> <p>(2001)</p>	<ul style="list-style-type: none"> <li>● (Action Completed)</li> <li>● (Action in Progress : On Schedule)</li> </ul>

### 3 Building support for the Serving the Community Programme

To achieve results in this area, various initiatives have been undertaken in the past year. Details are set out below —

Initiative	Target	Present Position
<p>To develop and implement proposals for training modules and programmes</p> <p><i>(Efficiency Unit (EU)/ the then Management Services Agency)</i></p>	<ul style="list-style-type: none"> <li>● To organise a series of seminars on private sector involvement in 2002-03</li> <li>● To organise eight workshops on performance measurement by end-2002</li> </ul> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To promote and recognise improvements in service quality and productivity through an awards scheme</p> <p><i>(EU)</i></p>	<p>To organise the second Productivity Achievement Awards by end-2002</p> <p><i>(2001)</i></p>	<p><i>(Action in Progress : On Schedule)</i></p>
<p>To provide opportunities for departments to demonstrate to the public their support for the Serving the Community Programme</p> <p><i>(Civil Service Bureau/ EU)</i></p>	<p>To organise a Serving the Community Festival in January 2002</p> <p><i>(2001)</i></p>	<p><i>(Action Completed)</i></p>

Initiative	Target	Present Position
<p>To develop EU' s webpage as a communication tool for promoting best practice in the management and delivery of public services</p> <p>(EU)</p>	<ul style="list-style-type: none"> <li>● To organise all reference material and practical guides on EU' s webpage for Civil Service access and downloading by end-2001</li> <li>● To launch a newsletter on EU' s webpage by end-2002</li> </ul> <p>(2001)</p>	<ul style="list-style-type: none"> <li>● <i>(Action Completed)</i></li> <li>● <i>(Action in Progress : On Schedule)</i></li> </ul>



## 4 Develop proposals and secure support

To achieve results in this area, the following initiative has been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To carry out surveys to assess the level of understanding and support for public sector reform within the Civil Service  <i>(Efficiency Unit (EU))</i>	To complete surveys by end-2001  <i>(2000)</i>	<i>(Action Completed)</i>

## 5 Implement programmes and monitor results

To achieve results in this area, various initiatives have been undertaken in the past years. Details are set out below —

Initiative	Target	Present Position
To implement the Integrated Call Centre for Environmental Hazards and Cleanliness <i>(Efficiency Unit (EU))</i>	To have the Call Centre operational for the first tranche of services by mid-2001 and fully operational by mid-2002 <i>(2000)</i>	<i>(Action Completed)</i>
To take forward corporatisation of the Survey and Mapping Office <i>(the then Planning and Lands Bureau/EU)</i>	To introduce into the Legislative Council a bill on the corporatisation of the Survey and Mapping Office in 2001 <i>(2000)</i>	To keep options for management changes under review. <i>(Action in Progress : Under Review)</i>