

SERVICE EXCELLENCE AWARDS

Item C-HR (92-2005) CA 28/11/2005	OFFICE OF THE SPM: SKILLS DEVELOPMENT: THE EKURHULENI METROPOLITAN MUNICIPALITY MAYORAL SERVICE EXCELLENCE AWARDS: A REWARD AND RECOGNITION SYSTEM FOR OUTSTANDING SERVICE BY EMPLOYEES OF THE EKURHULENI METROPOLITAN MUNICIPALITY
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RESOLVED

1. **That** the report to implement a Service Excellence Reward System for staff members, Departments and groups, **BE NOTED**.
2. **That** the City Manager **BE MANDATED** to implement the Mayoral Service Excellence Awards for the Ekurhuleni Metropolitan Municipality.
3. **That** the Human Resources Management and Development Department act as custodian of the process.
4. **That** an annual budget of R150 000,00, subject to annual review, **BE APPROVED** to fund the project.

ANNEXURE A



**EMM MAYORAL
SERVICE EXCELLENCE AWARDS:**

**A REWARD AND RECOGNITION
SYSTEM FOR OUTSTANDING
SERVICE BY EMPLOYEES OF THE
EKURHULENI METROPOLITAN
MUNICIPALITY**

TABLE OF CONTENTS

	DESCRIPTION	PAGE
1	PURPOSE	3
2	MOTIVATION	3
3	OBJECTIVES OF THE PROJECT	3
4	THE REWARD	3
5	CRITERIA	4
6	THE COMPETITION	5
	6.1 Awards Committee	5
	6.2 Duties of the Awards Committee	5
	6.3 Judging	6
	6.4 The Awards Evening	
	6.5 Time Frames	6
	6.5.1 Publicity and Nominations	6
	6.5.2 Function	6
	6.6 Ownership	6
7	PUBLICITY	6
8	BUDGET	6

THE EMM MAYORAL SERVICE EXCELLENCE AWARDS: A REWARD AND RECOGNITION SYSTEM FOR OUTSTANDING SERVICE BY EMPLOYEES OF THE EKURHULENI METROPOLITAN MUNICIPALITY

1. PURPOSE

To implement a Service Excellence Reward System for employees.

2. MOTIVATION

Every employee, no matter at what level or within which function is required to demonstrate a number of behaviours that when displayed by employees, will contribute to outstanding performance and service delivery within the Municipality.

Two competencies, namely customer service and teamwork are considered to be core in contributing to service excellence.

In order to encourage high standards of performance and service delivery, it is recognised that outstanding performance should be rewarded on all levels within the Ekurhuleni Metropolitan Municipality. The service and reward model should be based on the Batho Pele principles and be termed the Mayoral Service Excellence Awards.

3. OBJECTIVES OF THE PROJECT

The aim with this project is to achieve the following objectives:

- To reward those individuals that walk the extra mile.
- To reward groups that are innovative and progressive.
- To reward leadership that is outstanding.
- To reward service excellence.

4. THE REWARD

Employees and groups are nominated by fellow colleagues and in certain categories, by members of the public. Finalists chosen by a panel of judges are rewarded with prizes at an awards ceremony.

Awards include the following:

- Certificates
- Floating trophies
- Medals
- Other

5. CRITERIA

The following criteria based on the Batho Pele principles are recommended:

- **Heroes**
 - The circumstances under which the heroic act was performed
 - It should be a selfless act
 - Had an element of risk to one's own life
 - Beyond the call of duty
- **Municipal Manager's Award for the Best Department and/or Region**
 - Based on service delivery/customer service
 - Working within a set budget
 - Meeting the deadline within a time frame for fast delivery
 - Inter-departmental co-operation should exist
- **People's Person**
 - A good ambassador or representative for the Ekurhuleni Metropolitan Municipality
 - Goes beyond the call of duty
 - Has a positive attitude to work
 - Helps create a positive work environment
- **Community Outreach**
 - Outstanding service in the community
 - Beyond the call of duty
 - Empowering the community by educating and making a difference in people's lives
- **Best Team**
 - Minimum of 3 members per team and a maximum of 10 members per team
 - Good work ethos amongst colleagues
 - Consistently good work
 - Quick and efficient service delivery
- **Best Leader**
 - Displays good leadership qualities
 - Is a forward thinker
 - Motivates staff
 - Empowers others to perform at their best
 - Leads by example
 - Is firm yet approachable and fair
 - Is a person of integrity
- **Most Innovative Idea**
 - The idea should be original
 - Cost effective
 - Workable

The criteria will also include the 8 Batho Pele principles: consultation, service standards, access, courtesy, information, openness and transparency, redress, value for money.

6. THE COMPETITION

The competition will be managed within the following broad principles:

6.1 AWARDS COMMITTEE

The Awards Committee will manage the process and will be made up from a representative of each Department and each Region, appointed by the SED's and City Manager. The representatives are largely responsible for publicizing the competition within their departments and Regions. Nomination forms and posters are developed and distributed by the representatives of the Committee in consultation with the Communication and Marketing Department. The Committee elects its own chairperson and the chairmanship rotates annually.

6.2 DUTIES OF THE AWARDS COMMITTEE

- Determine the guidelines in consultation with HR&D for the particular year and the process to be followed.
- Marketing and publicizing of the competition.
- Determine and review the awards criteria annually.
- Select a task team to assist HR&D with the planning and final arrangements for the awards function and the finalisation of the prizes.
- Media coverage.
- Report to the ED: HR&D regarding the project.
- Perform such tasks the City Manager elects them to perform with regard to the above.

6.3 JUDGING

In consultation with the Municipal Manager or his nominee, the adjudication of nominations are done as follows:

- Departments and Regions will be responsible for adjudication of nominations in the various categories. Each Department and Region must establish an Adjudication Committee to finalise nominations.
- Adjudications as done above, are referred to the SED for further adjudication and/or approval.
- The final adjudication is done by the SMT.
- A special nomination form, prepared by the Awards Committee, will be used to nominate individuals or teams in each category.

6.4 THE AWARDS EVENING

All winners, runners up, Senior Managers, Managers, Heads of Department, Cluster Heads, Executive Directors and MMC'S are invited to an awards evening where the winners are announced and prizes awarded to the deserving candidates by the Executive Mayor.

6

6.5 TIME FRAMES

6.5.1 Publicity and nominations

Nominations will be called from March and the closing date will be 15 June of each financial year.

6.5.2 Function

The function where the winners will be announced will be held in July depending on the availability of the Executive Mayor.

6.6 OWNERSHIP

The HR&D Department will be the custodian of the process and responsible for the finalisation of the awards function in consultation with the Communication and Marketing Department and the Rewards Committee. The Department will budget annually for the project.

7. **PUBLICITY**

In order to benefit the Municipality and the winners, media coverage will be given as widely as possible to the project. This includes the display of banners and logo's at the Awards Ceremony and publications. The Communications and Marketing Department will ensure that the events receive a high profile in this regard.

8. **BUDGET**

The Ekurhuleni Metropolitan Municipality will avail the necessary funds to arrange the function, prizes and to fund the administration of the process. An annual budget of R150 000-00 will be needed to manage the project. This amount will be reviewed annually by the City Manager.