




# Office of Public Sector Reform

CURRENT PROJECTS

May 12, 2016



## CURRENT PROJECTS

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### BUSINESS PROCESS REENGINEERING

- ◆ Registration Department (Records Unit)
- ◆ Town and Country Planning Office

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### ORGANISATIONAL REVIEWS/ASSESSMENT

- ◆ Police Department (Personnel Section)

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### MANPOWER AUDIT

- ◆ Ministry of Tourism and International Transport

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### SERVICE ASSESSMENT AND IMPROVEMENT PROGRAMME (SAIP)

- ◆ Welfare Department

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### REGISTRY REVIEW/RECORDS MANAGEMENT PROGRAMME

- ◆ Ministry of Education and Human Resource Development

- ◆ Technical and Vocational Education and Training
- ◆ Archives Department
- ◆ Transport Authority

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#### OPERATIONAL AND PROCEDUAL MANUALS

- ◆ Geriatric Hospital
- ◆ Personnel Administration Division
- ◆ Ministry of Education, Science, Technology and innovation

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#### STRATEGIC PLANNING

- ◆ Training Division
- ◆ Ministry of Industry, International Business, Commerce and Small Business Development

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#### PUBLIC RELATIONS PROGRAMME / ACTIVITIES

- ◆ Challenge to Change Magazine
- ◆ Special Edition of the Challenge to Change honouring fifty retired or deceased public officers
- ◆ Website ([www.reform.gov.bb](http://www.reform.gov.bb))
- ◆ Facebook Page

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## PUBLICATIONS (GUIDELINES, MANUALS, BROCHURES ETC)

- ◆ Guidelines for Administrative Officers (*online*)
- ◆ Employee Orientation Manual (*online*)
- ◆ How to make the telephone work for you (*online*)
- ◆ Guidelines on styles of address (*online*)
- ◆ Strategic Planning in the Barbados Public Service (*online*)
- ◆ Guidelines for Planning and Conducting Workshops and Seminars (*online*)
- ◆ Improving Customer Service: Developing Customer Charters (*online*)
- ◆ Guidelines for Handling Complaints (*online*)
- ◆ Registry Procedures Manual (*online*)
- ◆ Developing a File Plan/Filing Key (*online*)
- ◆ Conducting Registry Reviews (*online*)
- ◆ Guidelines for Conducting Organisational Reviews
- ◆ Guidelines for Internal Reform Committees
- ◆ EAP brochure
- ◆ Guidelines for General Service Standards in the Public Sector
- ◆ Job Evaluation Exercise
- ◆ Performance Review and Development System
- ◆ Frequently Asked Questions on Public Sector Reform

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## SPECIAL PROJECTS

- ◆ Implementation of ISO Customer Service Standards in the Public Sector
- ◆ Records Management Working Group - Development of a Records Management Policy and Procedures for the Public Service (with the Archives Department, Ministry of the Civil Service and the Training Administration Division)
- ◆ Study Tour (Records Management Working Group)