

THE OFFICE OF PUBLIC SECTOR REFORM

Guidelines for Organisational Improvements in the Public Sector



Business Cards

Heads of agencies and Deputies should have these (for card exchanges) – other officers who meet members of the public on a regular basis may be included.

Information Brochures

These should include vision, mission, purpose of agency, contact information, with some service standards, even if you are not fully ready to launch a charter.

Strategic Plans

You should have a current strategic plan (including your organizational chart). This is an organizational requirement.

Medium Term Development Strategy of Barbados – 2010 – 2014

The current strategy can be accessed from www.economicaffairs.gov.bb

Estimates/Programme Budget/Personal Emoluments

A copy of your current estimates/programme budget/personal emoluments should always be easily accessible.



Job Descriptions

Job descriptions for all posts in keeping with the Performance Review Development System (PRDS) standards should be available.

Work Plans (individual)

You must have work plans for each officer as a PRDS requirement.

Operating and procedure manuals

You should have 'operating and procedure manuals' as a PRDS requirement.

Up-to-date and full summary of your current projects, programmes, activities etc. should be compiled. These should be on your system available to be printed on request.

Organisational Workplan/Gantt Chart

You should have developed an organizational workplan/gantt chart with proposed deadlines for activities, programmes etc.

A brief listing of your history, achievements, projected plans, the way forward etc. would be useful for quick reference - not more than four pages.

Registry System

An efficient registry system should be in place which also keeps current records of leave taken by officers.

Performance Management Reporting System

Employees should be reporting periodically and formally on their work, achievements, challenges, performance indicators etc. This speaks to assistance and training for required competencies (a competencies matrix can be developed). You may wish to contact the PRDS Unit or Office of Public Sector Reform, for a sample format.

Orientation Manual

A thorough orientation programme would familiarize new employees on all aspects of the office and how they should conduct themselves in dealing with the public. This is the best time to address expected behaviour and work ethics. Consider also exit interviews. These help in getting feedback on your organizational culture.

Communication Channels

It is important to have open communication channels through a number of measures such as, email, intranet, notice boards, circular files etc.

Log Book

This should be available for use by travelling officers in particular. Officers should indicate in the log book (full page diary) their destinations, purpose of meetings/appointments, approximate time away from office etc. You may also use it to record overseas calls and other relevant notes. You may also use this book to verify travelling claims.

Development of Service Standards

Organisations should develop service standards towards the development of customer charters. Your officers should also be complying with the previously circulated "Guidelines for General Service Standards in the Public Sector."

Safety and Emergency Procedures

Basic safety measures should be established for your organization. A comprehensive action plan should also be developed for all potential emergencies. Wherever possible, staff should participate in developing these plans which should include, at minimum, ways to alert workers, clear visual emergency exit signs and a designated safe refuge area.

Guidance Manuals, Brochures etc.

A number of guidance manuals are available on the Office of Public Sector Reform's website www.reform.gov.bb – under 'publications'. Please check the site or call the Office for assistance in obtaining copies. The list of publications is as follows:

[Improving Customer Service - Developing Customer Charters](#)

[Guidelines for Handling Complaints](#)

[Guidelines on Styles of Address for Public Sector Officers](#)

[How to Make the Telephone Work for You](#)

[Guidelines for Planning and Conducting Workshops & Seminars](#)

[Developing A File Plan/Filing Key](#)

[Conducting Registry Reviews](#)

[Registry Procedures Manual](#)

[Strategic Planning in the Barbados Public Service - Guidelines for the Development of Strategic Plans](#)

Contact Numbers

Office of Public Sector Reform

Director - 4674427

Deputy Director – 4674481

Communications Officer - 4674438

Employee Assistance Programme

Coordinator- 4674431

Website: www.reform.gov.bb – to download and print publications.

(You may also call and request hard copies of our publications but a number are in limited supply)

Performance Review and Development System Unit

Project Coordinator - 4674567

Deputy Project Coordinator - 4674556