

## **Government Best Practice Competition 2015**

*Transforming Small Wins Into Big Successes*

DAP intensifies its promotion of the Business Excellence Framework in the public sector since it was formally launched in 2012. It envisions to build a strong foundation for the development and strengthening of management systems and processes among the government institutions. More so, this serves as a guide in improving organizational productivity and performance and generating relevant results.

This year marks another milestone in the DAP's commitment for enhancing the quality of public services delivery. The DAP was designated as the APO's Center of Excellence (COE) on Public Sector Productivity. This conferment not only signifies the DAP's expertise but also a testament of the need to explore and address critical issues in improving public sector productivity.

To complement all these initiatives, the DAP is introducing the first national Best Practice Competition exclusive only for public sector organizations. It will be named as the Government Best Practice Competition (GBPC) 2015.

As the DAP performs its role as a change agent in building capacities and developing innovative ideas and solutions in improving public sector productivity, the DAP also acknowledges that many outstanding performance of government agencies are not shared, disseminated and recognized. Thus, it becomes imperative to institutionalize knowledge sharing on the exemplary practices among government institutions. This recognition gave birth to the idea of launching the GPBC.

The GPBC seeks to promote and showcase outstanding practices demonstrated by public sector organizations. It provides an opportunity to share and learn from each other's experiences and develop a sense of commitment and responsibility to keep an eye for the exemplary level of work practices and continuous improvement. The GBPC is one of the DAP's initiatives that depicts the movement for performance excellence in the public sector.

The best practices may be treated only as small victories but these may create big impact and significant change on how public sector organizations deliver the services.

### **What's in it for the public sector organizations to participate?**

- Recognize organizations who have gone the extra mile to exhibit outstanding practices;
- Receive immediate feedback from the judges after the presentation, in improving and sustaining the best practices;
- Build awareness of and learn from the effective and innovative work practices among the public sector;
- Expand your organization's network and build partnerships;
- Privilege to be part of the public sector's Community of Practice;
- Opportunity to join in the International Best Practice Competition;

## Competition Rules and Mechanics

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### Eligibility and Entrant Qualifications

1. The competition is open to ALL public sector organizations – National Government Agencies (NGAs), Government-Owned and Controlled Corporations (GOCCs), Local Government Units (LGUs), State Colleges and Universities (SUCs) and others.
2. The applicant needs to fill-out the entry form and describe their best practice related to managerial practices, processes, systems or initiatives within your organization (please refer to the detailed questions on Annex A). Maximum of three (3) entries are allowed per organization.
3. By joining the competition, it is understood that applicants signify their willingness to make the necessary travel arrangements in time for the scheduled presentation to the judges of the best practice entries.

**Note:** DO NOT submit as best practice your program for organizational transformation, or an end-product or service. Focus only on a single aspect that has made the program or service delivery successful, on the process that you have gone through, for example, *Leadership Commitment, Stakeholder Communication and Building of Relationship, Staff Meeting Policy, Using a Work Environment Survey Tool, and Core Values Reinforcement System.*

### Round 1: Submission of Entries

4. The entry form must not contain graphs or pictures, only TEXT. Graphs and pictures can be used in Round 2: Presentation to the Panel of Judges.
5. Deadline of submission of entries is on 12 October, 2015 (Monday), at 5:00 P.M. You may send your entries to villanuevac@dap.edu.ph or mercaderm@dap.edu.ph and please use as subject: GBPC2015\_Name of Organization and Unit/Division/Department.
6. All applicants are required to pay an Entry Fee of PhP 8,000 and will receive a Certificate of Participation. The fee will be per organization and NOT per entry. It is due until 23 October, 2015 (Friday).

### Round 2: Presentation to the Panel of Judges

7. You will receive an official notification on or before 16 October 2015 (Friday), on whether your organization has qualified to present your Best Practice Project.
8. If successful, you will be invited to give a presentation (minimum of 5 minutes and maximum of 8 minutes) of your project to a panel of judges on 28 October, 2015 (Wednesday).
9. Entry projects will be screened by a panel formed by DAP.
10. Instructions on the presentation format will be provided, separately, upon qualifying for the next round. Presentations must be sent to the Secretariat on or before 26 October, 2015 (Monday).

11. At most two representatives (presenter and assistant staff) from each participating organization are allowed to attend the presentation to the judges.

### **Awarding and Prizes**

12. Awarding of winners will be held on 26-27 November 2015, during the International Conference on Productivity and Innovation for the Public Sector, at the DAP Conference Center in Tagaytay City. Winners in the GBPC will be invited to present during the Conference.
  13. Video documentation of the Round 2 presentations will be provided.
  14. Best Practice trophies will be given to the winners.
  15. Decisions of the panel of judges are final.
- For clarifications, please get in touch with *Ms. Melani G. Mercader* or *Mr. Chenier Nicu V. Villanueva* at (02) 631-0921 local 135/ (02) 631-2156.

## Annex A

### ENTRY FORM

Organization name	
Department or Team Name (optional field to complete)	
Name of contact person	
Position	
Email address	
Telephone number	
Address of organization	
Number of full-time-employees	

### PHILIPPINE BEST PRACTICE COMPETITION – YOUR BEST PRACTICE

Particulars	No. Of Characters
<ul style="list-style-type: none"> <li>• Title of Best Practice</li> </ul>	100
<ul style="list-style-type: none"> <li>• What process/area of your organization does your Best Practice impact upon? (up-to 3 areas can be given)               <ol style="list-style-type: none"> <li>1. Leadership (vision, values, developing leaders, ethics, governance)</li> <li>2. Social and environmental responsibility (surpassing regulatory requirements/engaging with the local community)</li> <li>3. Strategic planning and deployment</li> <li>4. Customer and citizen focus (understanding customers and building customer relationships)</li> <li>5. Seeking, connecting and forming partnerships for organizational growth</li> <li>6. Performance measurement (selecting measures, analysis, reporting, balanced scorecard, triple bottom-line)</li> <li>7. Benchmarking (performance and best practice benchmarking)</li> <li>8. Knowledge management and information technology</li> <li>9. Education, training, development and learning</li> <li>10. Employee teams, empowerment, motivation, and satisfaction</li> <li>11. Process management and improvement (six sigma, quality control, quality assurance, and quality management, safety, emergency preparedness, risk management)</li> <li>12. Innovation (in products/services and processes in</li> </ol> </li> </ul>	300

<p>relation to their mandate )</p> <p>13. Supplier relationships and partnerships</p> <p>14. Standards and certification (ISO 9000, ISO 14000, etc.)</p>	
<ul style="list-style-type: none"> <li>• <b>Description</b> Describe the practice. Is it an operational or managerial practice, process, system or initiative? How was it designed and implemented? How important is it to the management and to your organization? How many staff and/or customers or suppliers does it affect?</li> </ul>	1500
<ul style="list-style-type: none"> <li>• <b>Level of deployment</b> Is the practice used throughout your whole organization or just one part of the organization? How well is it understood and applied by relevant personnel? How long has it been deployed?</li> </ul>	1000
<ul style="list-style-type: none"> <li>• <b>Innovation</b> What is innovative about the practice? Is it a new practice, is it a practice that you gradually improved over time, or is it an idea or practice that you adapted from another organization?</li> </ul>	1000
<ul style="list-style-type: none"> <li>• <b>Best Practice performance</b> Describe the non-financial benefits (e.g. increased motivation or satisfaction, reduced staff turnover, greater productivity, less complaints, satisfied beneficiaries, etc) and financial benefits, if available (e.g. PhP saved, % increase in revenue or savings, cost-effectiveness, budget utilization, etc) that have resulted from implementing the practice. Provide comparison of results against target and performance trend over time.</li> </ul>	1000
<ul style="list-style-type: none"> <li>• <b>Best Practice evidence (1000 characters)</b> Has the practice been validated as a ‘good/best’ practice (e.g. was it adapted from another organization through benchmarking, have you compared the practice and its performance against benchmarks, have you received any recognition or award for the practice or do you believe it is a good/best practice based on your own experience)?</li> </ul>	1000
<ul style="list-style-type: none"> <li>• <b>Review/next steps planned</b> How will the best practice be sustained or evolved as necessary?</li> </ul>	1000