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Individual submission: Contact session: 1-Short

Topic(s): Project Management and Forecasting

Name of my organization: Centre for Governance (C-Gov), NWU

A pseudonym to be used is discussed in class: N/A

Nature of business: Higher Education Department of North-West University

Brief (one paragraph) description of the scope of the business that I analyze:

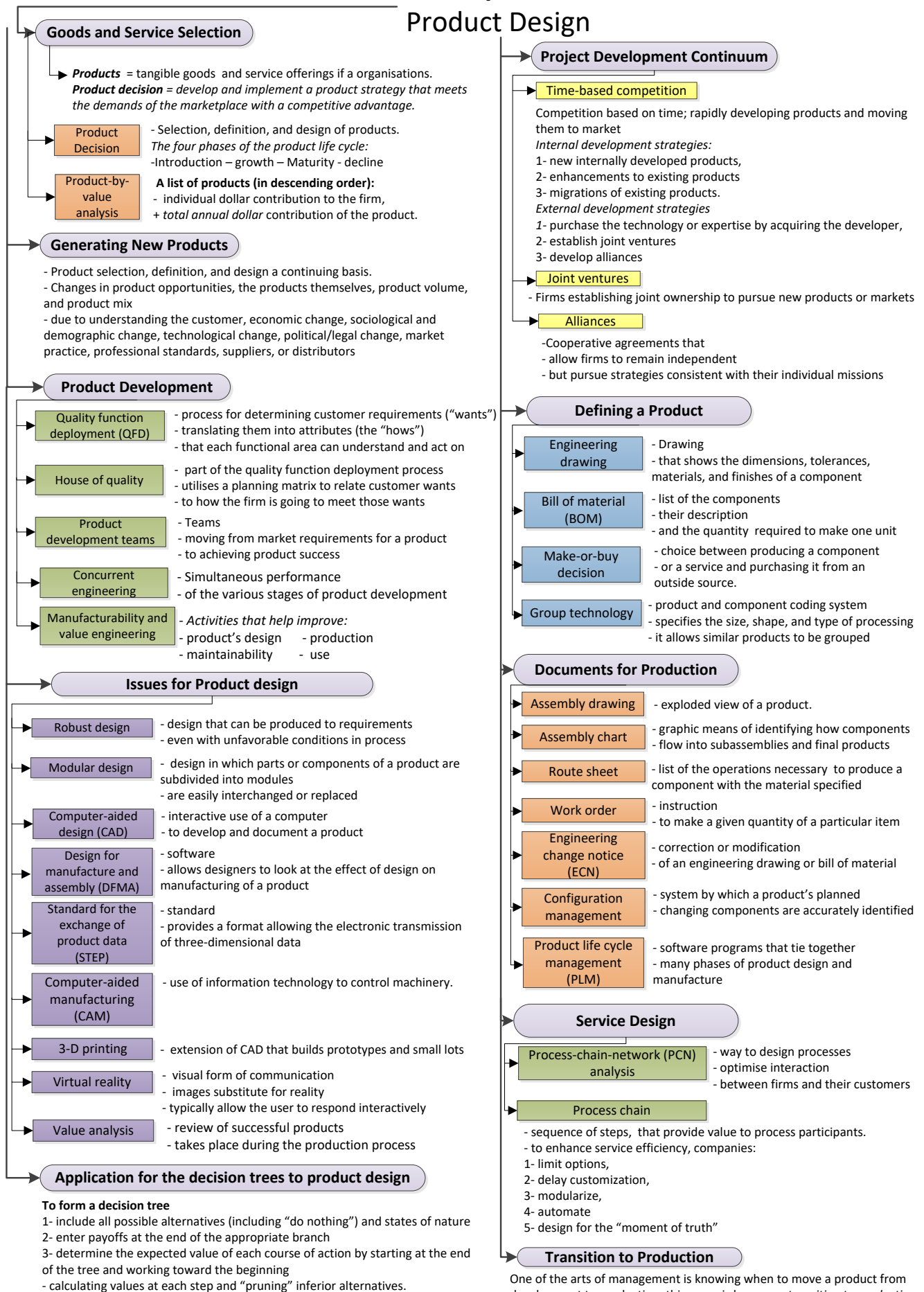
The core business of the Centre for Governance (C-Gov) is:

- to apply the academic expertise at the North-West University and elsewhere in a sustainable manner so as to make a positive impact on the public sector, with a particular focus on the local government sector of the North West Province;
- to present appropriate short learning and formal programmes of distinction in an innovative and cost-effective manner;
- to initiate and facilitate consultative interventions;
- to launch initiatives (such as seminars, conferences, and winter/summer schools) where public service problems can be addressed and
- to examine, with the relevant research entities, problem areas in the public sector, and to devise possible solutions and suitable recommendations.

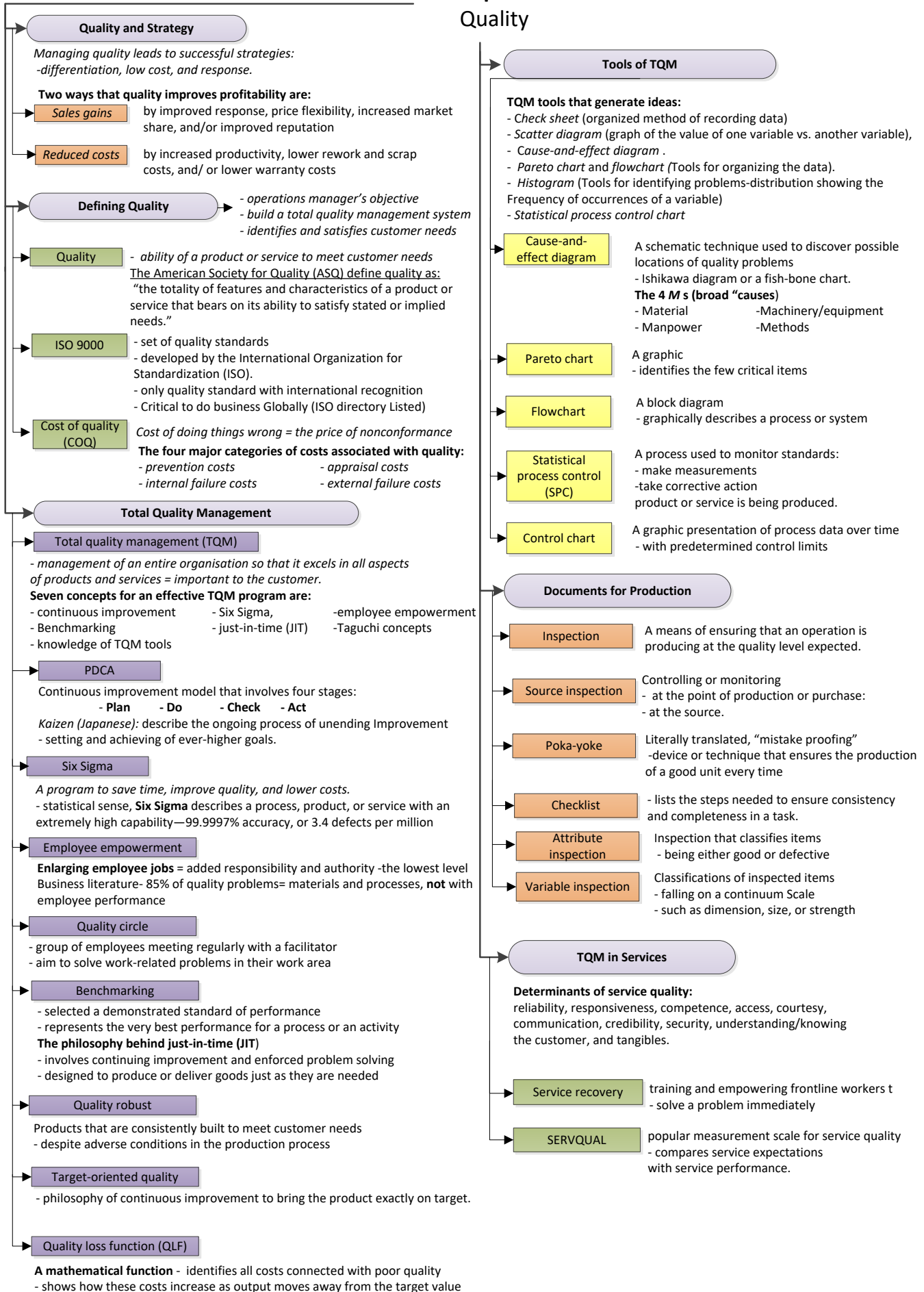
By submitting this on eFundi, I declare that this submission is my own work!

Chapter 5

Product Design



Chapter 6 Quality



Nature of business:

C-Gov is a department in the NWU, which offers formal, as well as skills development courses to individuals who work in the Public Sector.

Contact session A: How is this theory is applied in the organization at present

Developing goods and services

- C-Gov offers educational programs as a product. This product falls within the service delivery category.
- Modules are developed to meet the requirements provided by the National School of Government. These areas focus on problem areas within the public sector. For example Finance and HR.
- C-Gov currently bound by a three-year contract to offer the skills development courses in five provinces within South Africa. They also offer two full-time programs, the BA in Public Governance, as well as the Post Graduate Diploma in Public Management.
- This contract is not automatically renewed; therefore, C-Gov needs to keep its competitive edge in order to be the preferred service provider.
- Product selection and design are done on a continuous base. Modules are re-designed in three-year cycles. This ensures that the content is relevant to current practices. Modules are also reviewed on a yearly basis.
- Other academic staff review module content in order to determine if the content is relevant to the industry.

Managing Quality

- C-Gov provides quantity towards their services by means of the following
 - They make use of updated course material reviewed by academic staff from the School of Government studies
 - They review cost-effectively during all their cost sessions
 - Study material is packaged in a user-friendly manner
 - C-Gov makes use of experts within the field to act as facilitators during contact sessions.
- Each course coordinators are currently making use of their own designed work charts. This may lead to inconsistency of service delivery, as these documents differ from each other.
- Discrepancies and events that are not standard to the norm are not formally monitored. Systems are there not in place to investigate why something happens and put preventive steps in place in order to avoid this incident to happen again in the future.
- Standardized checklists are not used, this leads to inconsistency within in the completeness and the delivery of tasks
- Measurement tools are not in place to determine the quality of services offered by the C-Gov.
- Coordinators of this department all have different skills level of quality delivery and are often unaware of ways in which quality can be approved.

Contact session A: Proposals on the improvement of this element of the organization's operations:

Product and Service design

- Although questionnaires are distributed (see addendum A & B), to receive feedback regarding sessions, this department does not review the feedback formally. No further research is done in order to investigate statistics and therefore be able to improve their service delivery. Learners must be asked what they would like to have differently within the course to make the course easier for them. This feedback can be reviewed and then be considered. Changes can then be implemented within the service delivery cycle.
- Market research should also be done to what areas learners would like to receive training in. Often needs from Management and employees differ. This feedback can be communicated back to the School of Governance as a recommendation.

Quality Management

- Standardized process flow charts should be developed in order to ensure consistency
- Consistency in service delivery should be monitored formally. Systems should be put in place, in order to investigate why something happens and put preventive steps in place in order to avoid this incident to happen again in the future.
- Standardized checklists should be used; this will ensure inconsistency within the completeness and the delivery of tasks within the project cycle.
- Measurement tools should be used to determine the quality of services offered by the C-Gov.
- Training should be provided to the Coordinators of this department in order to allow all staff members to have the same skills level of quality delivery. This training will make them aware of ways in which quality can be approved.
- C-Gov should develop, maintain and constantly improve a quality system, in line with the plan, do, check and act principles
- All processes should be designed to sustain customer (learner as well as the client, e.g. National School of Government) in mind while exceeding expectations and needs
- C-Gov should conduct a regular SWOT analysis to determine possible threats and opportunity to their quality process.
- Processes should be planned to take into consideration various role players working together. Processes owners should be appointed to uphold quality within that specific process
- Quality processes could be improved by reviewing processes by means of:
 - Monthly business meetings
 - Self-evaluations
 - Internal and External Audits
 - Customer satisfaction surveys
 - Supplier and management reviews
 - Monitoring and measurement of key processes in line with pre-set guidelines
 - Non-conformities should be managed
- Risk assessments should be conducted to identify threats, assess and management
- Corrective and preventive actions in relation to non-conformities can be placed as part of the quality plan.

Module - Learner Evaluation Questionnaire

Date: 13 – 15 February 2019 Facilitator: Mr Andre Knipe

Population Group: ☐ A ☐ C ☐ I ☐ W Other _____ Gender: ☐ M ☐ F

Module Name: PPM: Programme and Project Management

Employer: _____ Province: _____

A - Overall Result

1. Overall, how would you rate the module?

2. How do you rate the relevance of the module to your work?

3. How well was the power point presentation organized, did it “match” the programme and was it aligned to the module material?

1	2	3	4
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor

B – Content

4. How practical was the module content for your workplace?

5. How well was the module material organized and structured?

6. How did you find the learning material?

1	2	3	4
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor

C – Facilitator

1	2	3	4
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor
		Yes	No

7. How well was the module facilitated?

8. How do you regard the facilitator's presentation expertise?

9. Did the facilitator/presenter demonstrate updated knowledge of Public Service?

10. What other comments do you have about the facilitator/presenter?

Thank you for taking part in this programme and for taking the time to give us your feedback.

Learner Programme Evaluation Questionnaire

Module Name: **PGPM - Postgraduate Diploma in Public Management**

Date: 13 – 15 February 2019

Population Group: ☐ A ☐ C ☐ I ☐ W Other _____ Gender: ☐ M ☐ F

Employer: _____

Province: _____

A – Logistics

1. How well was the event organized In respect of pre-course communication & coordination of the event?
2. Was the venue & facilities conducive for learning?
3. Was the menu up to standard?
4. Was the support received from the Helpdesk (eFundi) professional, efficient and timeous?
5. Was the support received from the Project Office professional, efficient and timeous?

1	2	3	4
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor
Excellent	Good	Average	Poor

B – How you chose this programme

1. Where did you learn about this programme?

☐

Course Calendar

☐

Website

☐

Supervisor

☐

Colleague

☐

Brochures

☐

SDF

☐

Radio

☐

Other (specify) _____

2. Why did you attend this programme?

☐

Organisational
Performance
Improvement

☐

Enhancing
Personal Skills

☐

Promotion

☐

Other
(please
specify)

3. What other comments do you have about the administration and logistics of the programme?

Thank you for taking part in this programme and for taking the time to give us your feedback.