



CIRCULAR MEMORANDUM NO. 9 OF 2016

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FROM: Chief Executive Officer, Ministry of the Public Service, Energy and Public Utilities

TO: Office of the Governor General, Chief Justice, Auditor General, Solicitor General, Financial Secretary, Cabinet Secretary, Chief Executive Officers and Heads of Department

SUBJECT: SERVICE EXCELLENCE COMPETITION

DATE: 09th February, 2016

The Ministry of the Public Service, Energy and Public Utilities is excited at the prospect of a renewed Belize Public Service that places the citizens at the center of service delivery and where customer satisfaction truly becomes the hallmark of the Belize Public Service.

We are confident that your Ministry/Department also shares our vision and embraces the concept that customer service is truly everybody's business!

As such the Ministry is pleased to announce the launch of its first ever Service Excellence Competition which is aimed at fostering improved service delivery through innovation. Ministries/Departments are encouraged to make submission of service improvement initiatives to be implemented within their Ministries/Departments between the months of February and June, 2016, with the following criteria:

- (a) Service improvement initiatives that are cost effective and easily implementable;
- (b) Initiatives must engage staff participation at all levels of the Ministry/Department;
- (c) Initiatives must result in measurable improvement in customer satisfaction;
- (d) Initiatives must improve the morale of staff; and
- (e) Initiatives that can continue beyond the life of the competition.

This competition which is a part of the Belize Public Service Meritorious Program; is opened to all Ministries and Departments and submissions must be made to the Ministry of the Public Service by the 11th March, 2016. More than one service initiative per ministry/department is permitted. Initiatives must be implemented by on or before 26th March, 2016 within your Ministry/Department.

First prize is \$5,000; second prize \$3,000 and \$1,000 third prize. All participating Ministries/Departments will be recognized. The winner will be announced on the 23rd June, 2016 at the annual Public Service Day Awards Ceremony.

Attached please find submission forms as well as promotional flyer. For further information relating to this competition please contact the undersigned at telephone numbers 822-2204, extension 84237.

We look forward to receiving your innovation ideas as we move towards building a culture of service excellence.



SHERLET R. NEAL (MS.)
for **CHIEF EXECUTIVE OFFICER**

c: Director, CITO

MINISTRY OF THE PUBLIC SERVICE, ENERGY AND PUBLIC UTILITIES
SERVICE EXCELLENCE COMPETITION

Ministry/Department	
Name of Initiative	
Brief Description of Initiative	
Expected Impact of Initiative (who will be impacted by this initiative)	
Expected Outcome of Initiatives (what will be the benefit to service improvement)	
How did you decide on the initiative being submitted? (method of coming up with initiative)	
How will initiative be promoted internally/externally? (how will staff members and public know about this initiative)	
How will initiative be monitored/evaluated? (Measurement of impact/outcome)	
Who will be the Ministry/Department's contact person?	
What is the cost of implementing the initiative?	



BELIZE PUBLIC SERVICE

Service Excellence Competition

Do you have ideas that can
improve service delivery in your
Ministry/Department?

Attractive Prizes!
See Circular for
details!



Don't keep those great ideas to yourself!
Get involved and be a part of the team in
your Ministry/Department or Unit that
submits and implements the winning

Submit entries to:
Ministry of the Public Service, Energy & Public
Utilities, Sir Edney Cain Building, Belmopan
Tel: 822-2204/05
E:mail: csqualityofficer@mps.gov.bz

Closing date for entries is
Friday, 11th March, 2016

Service excellence is everybody's business!