

## Government Best Practice Recognition 2017

*Transforming Small Wins into Big Successes*



### BACKGROUND

The Academy is known for its various efforts to promote the Business Excellence Framework in the public sector since it was formally launched in 2012. It includes the establishment of the BEST or Business Excellence Strategies and Transformation Program which covers the delivery of trainings and technical guidance on Benchmarking, Organizational Self-Assessment among others. There were national and international conferences and fora being held annually. And also, the Academy continue to perform its role as the award administrator for the public sector in the implementation of the Philippine Quality Award (PQA). All these initiatives envision 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.

As a complementary strategy, the year 2015 marked the pilot implementation of the Government Best Practice Recognition (GBPR). It was then called as Government Best Practice Competition (GBPC). It was one of the Academy's strategy responses to the rising call for public sector organizations to further enhance the quality of service delivery.

In its first run last 2015, a total of twenty-eight (28) entries from sixteen (16) organizations were evaluated. Out of the 28 entries, only seventeen (17) entries were accepted for presentation to the judges. Each presenter was given 8 minutes to explain their respective best practice entry using the prescribed outline of the presentation.

Eight (8) public sector organizations were chosen, namely: **Local Government of Carmona, Cavite:** *Service Framework for Education and Rehabilitation of Persons with Disability*; **Schools Division of Santiago City, Isabela – Dubinan Elementary School:** *Working Together for a Sustainable and Eco-friendly School and Community*; **Philippine Heart Center:** *Philippine Heart Center Partnership with PhilHealth in Z Benefits Cardiac Surgery Impacts on Hospital Governance*; **Philippine Health Insurance Corporation:** *PhilHealth CARES Project (PhilHealth Customer Assistance Relations and Empowerment Staff Project)*; **Government Service Insurance System – Operations Group:** *Electronic Billing and Collection System (eBCS)*; **City Government of Muntinlupa:** *Single Window Transaction (SWiT) - Modified Business One-Stop Shop (MBOSS)*; **Philippine Children's Medical Center:** *Adopt-a-Room: A Financing Innovation by the Philippine Children's Medical Center Workforce*; and **Government Service Insurance System - Laguna Branch:** *Customer Journey Mapping Towards World Class Service*.

The winners were nominated and endorsed to join the 4<sup>th</sup> International Best Practice Competition (IBPC) which was held on 26-27 of November 2015 and hosted by the Center for Organizational Excellence Research (COER) in partnership with the Academy. One entry from the public sector won as a Runner-Up, the **City Government of Muntinlupa's Single Window Transaction (SWiT) - Modified Business One-Stop Shop (MBOSS)**.

Best practices may be treated only as small victories but these can create big impact and significant change on how public sector organizations deliver the services, as they grow, mature and scale up over a period of time.

## **OBJECTIVES**

This year, the GBPR intends to reach more agencies to share their best practices and to be recognized. This award initiative believes that best practices are the building blocks and the solution formula in the attainment of organizational outcomes – *relevant policies, quality services and organizational effectiveness*.

GBPR seeks to recognize successful and validated practices demonstrated by all public sector organizations. It provides a platform to showcase and promote best practices as a way to foster knowledge sharing and to contribute in sustaining performance results in the entire bureaucracy. Ultimately, this collaborative learning mechanism envisions improving the quality of service and competitiveness of government institutions.

It is a component activity of the Government Excellence Class (GEC), another Academy's initiative to build a culture of business excellence in the public sector. Further, the award complements the various programs and social technologies pioneered by the Academy. It is a harmonizing strategy to attain the objective of the APO's designation to the Philippines, with DAP as the implementing arm, as the Center of Excellence on Public Sector Productivity (PSP) "to advance the public sector productivity movement" among APO member countries.

## **HOW TO IDENTIFY THE BEST PRACTICE?**

### *Results-oriented*

A best practice must have a clear and appropriate set of performance measures to determine the level of accomplishment/success. It must demonstrate an achievement of sustained and improving trend of results for the implementation of the practice. It must be able to establish its alignment to overall organizational objectives, strategies and outcomes backed up with a defined evaluation mechanism. Thus, the organization should have a way of monitoring, documenting and analyzing its performance including the benefits derived from the best practice.

### *Systematic and Data-driven*

A best practice is an approach (technique, methodology/approach or process) that follows an organized step-by-step procedure, and is repeatable and transferable. It goes through a continuous cultivation and application of learning using data derived from evaluation or benchmarking activities and constantly seeks for improvement leading its way to practice maturity and institutionalization.

It is necessary that a best practice approach looks at relevance, consistency and quality in terms of delivering results. Organizations must keep an open mind to question the applicability and effectiveness of the practice to remain aligned with the changing circumstances.

### *Innovative*

A best practice can be an "adoption of idea, process, technology, product or business/performance model that is either new or new to its proposed application" that creates a significant or 'breakthrough'/'cutting-edge' changes in output, outcome, process and organizational performance. Demonstrating innovativeness is not only limited to technological interventions.

## *Stakeholder-centered*

Organization must ensure that the needs and requirements of all stakeholders or interested parties, internal or external, are considered in the development and implementation of the best practice. The levels of engagement of relevant stakeholders must be defined and meaningful in the practice as a form of managing better relationship with them. Their feedback must also be valued in such a way that it informs the cycles of improvement of the practice.

### **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;
- Increase the chances of attaining the organizational outcomes that the best practice may respond to;
- Build awareness of and learn from the effective and innovative work practices among the public sector;
- Expand the organization's network and build partnerships;
- Privilege to be part of the public sector's Community of Practice; and,
- Opportunity to join in the International Best Practice Competition and other similar activities.

### **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 a managerial practice, a process, a system or an initiative within the 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.
4. Winners are not allowed to join the competition again for the same or similar best practice for a period of 3 years.
5. Please sign the attached Certification and Authorization of Release of Information.  
**NOTE:** DO NOT submit an entire program, an end-product/service as best practice. Focus only on a single aspect that has made that program or service delivery successful, for example, *Leadership Commitment Scheme, Stakeholder Communication and Building of Relationship, Staff Meeting Policy, Using a Work Environment Survey Tool, and Core Values Reinforcement System, etc.*

#### **Round 1: Submission of Entries**

1. 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.
2. Relevant documents that could show related results attributable to the implementation of the best practice entry must also be submitted together with the entry form. These may include but are not limited to the documentary requirements

being submitted to oversight agencies (e.g. DBM, DILG, CHED, GCG, COA), as applicable.

3. Deadline of submission of entries and payment of initial fee is on August 11, 2017 (Friday), at 5:00 P.M. Applicants may send entries to villanuevac@dap.edu.ph with subject: GBPR2017\_Name of Organization and Unit/Division/Department.
4. Submissions received after the deadline will no longer be accepted, unless extension of submission will be announced.

### **Round 2A: Public Voting**

1. The applicant will receive an official notification on or before August 25, 2017 (Friday), on whether the organization is qualified to present the Best Practice Entry.
2. Public voting is open from August 26 – September 08, 2017, 12:00 MN.
3. The shortlisted entries will be posted on the DAP website, for viewing/reading purposes only.
4. Online poll procedures will be provided separately, upon qualifying for the next round.
5. A Special Award will be given to the entry that will garner the highest number of votes. The results of the public voting will not affect the final decision after the presentation to the judges.

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

1. If successful, applicants will be invited to deliver a video or Powerpoint presentation (minimum of 5 minutes and maximum of 8 minutes) of the best practice entry to a panel of judges on September 12, 2017 (Tuesday).
2. Entries will be screened by a panel to be formed by DAP.
3. Instructions on the presentation format will be provided separately, upon qualifying for the next round.
4. At most two representatives (presenter and assistant staff) from each participating organization are allowed to attend the presentation to the judges.

### **Entry Fee**

1. The total entry fee is **Twelve Thousand Pesos (PHP 12,000.00)**. The fee will be per organization and NOT per entry.
2. Upon submission of entries, all applicants are required to pay an initial payment of **Six Thousand Pesos (PHP 6,000.00)**, non-refundable.
3. All organizations that will qualify to present their Best Practice Entry must pay the remaining balance of **Six Thousand Pesos (PHP 6,000.00)**, on or before the presentation date.

### **Awarding and Prizes**

1. A Certificate of Participation will be issued to all participating organizations.
2. The recognition ceremony will be held in October as part of the celebration of the Productivity Month. Winners will be invited to present during the National Conference in October 2017.
3. Best Practice trophies will be given to the winners.
4. Decisions of the panel of judges are final.

**Summary of dates to remember:**

- Deadline of submission of entries (extended): August 11 (Friday)
- Announcement of Shortlisted Entries: August 25 (Friday)
- Public Voting: August 26 – September 08, 12:00 MN
- Presentation to the Panel of Judges: September 12 (Tuesday)
- For clarifications, please get in touch with *Mr. Chenier Nicu V. Villanueva* at (02) 631-0921 local 135/ (02) 631-2156.