

# Quality Award



OFFICE OF THE PRINCIPAL PERMANENT SECRETARY  
OFFICE OF THE PRIME MINISTER

— Quality Award

# Executive Summary

We are committed that the quality in the Public Service reaches the highest levels of excellence. Quality is therefore essential for every department and entity.

Departments and entities who invest in quality are recognised through the Quality Award. This award should represent the ambition and target of every department and entity.

Quality is a continuous process. A department or entity can be chosen centrally for this process or it can apply for it itself.

The Quality Award is the end result of a process of improvement, but is also a start since the challenge once achieved, needs to be maintained.

The Quality Award is an agreement of a high level of service towards the customers. Hence, the Quality Label together with the Quality Service Charter need to be shown in places accessible to clients.

— Quality Award

# Quality in the Public Service

Quality in the Public Service is not a subjective term any more, open for different interpretations. This is because in recent years, the Public Service has defined what is meant by quality; quality which is based on the Four Pillars on which the Public Service is founded.

## Voice

We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service for them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

## Design

Design and implementation of policies and services that meet customer expectations;

## Delivery

A quality service by providing timely, high standard and easily accessible services;

## Accountability

This is intrinsic to a service that guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into and is manifested in the same basic principles we want to uphold.

## – Quality Award

# The process

A department or entity can be chosen centrally for this process or can apply for it by sending an email to **managementsupport.opm@gov.mt** and declaring the interest to achieve the Quality Award.

Once the application is evaluated and presented to the Office of the Principal Permanent Secretary for the necessary approval, the process towards achieving the Quality Award is then kick started by **the Department of Quality & Development** within the People & Standards Division. The process includes the following:

- The department or entity that is a candidate for the Quality Award will be invited together with the responsible Permanent Secretary to **establish the required terms to achieve the Quality Award.**
- The process for a **Business Process Review (BPR)** is kick started where necessary, on the government services for which the department or entity is responsible. This is done to ensure adherence to the highest standards that define a service of excellence.
- An **assessment of the premises** where the service is being offered is conducted, leading to refurbishment where necessary so that adherence to the Public Service corporate branding is ensured.
- An **attitude survey** is conducted with the candidate department or entity's employees to match the skills of the employees, necessary training, and any other recommendation on how the employees feel at their place of work.
- The **Quality Service Charter (QSC)** is established, giving visibility to the department or entity's customers about the expected level of service. The QSC is drawn up on existing templates in both languages, and is exhibited in the reception area for the customers' visibility. An electronic version is uploaded on the department or entity's website, **if the department or entity achieves the Quality Award.**

The candidate department or entity shall ensure that the recommendations presented through the above-mentioned processes are implemented. The implementation of the recommendations is followed by the Department of Quality & Development. For this reason, an action plan is established and agreed by both parties to facilitate monitoring of implementation.

Once the agreed recommendations are implemented, the **Department of Quality & Development** kick starts the evaluation to ensure adherence to the highest quality standards. The evaluation is conducted on the basis of the following 10 criteria together with other exercises such as the mystery shopper.

### **Reliability**

Information provided by the department or entity can be relied upon and is guaranteed to be accurate at the time it was given. You have the right to request that any information given by us is confirmed in writing.

### **Responsiveness**

The department or entity aim to respect the Once-Only Principle by providing a service that is accurate and timely, whilst providing objective and knowledgeable advice on matters within our competence. We shall ensure that the customer is supported throughout to receive the service required.

### **Competence**

The staff at the department or entity has the necessary skills to deliver services to you knowledgeably, courteously and impartially.

### **Access**

The services of the department/ entity are easily accessible through convenient opening hours, effective

telephone service, and personalised expedient online services. Public offices are physically accessible to persons with disabilities.

### **Courtesy**

Services at the department/entity are offered in a respectful and polite manner, with full consideration for the customer's property.

### **Communication**

We aim to keep the customers informed in a language which is free from technical terminology, by listening to them, and explaining the service itself including any fees, if and where applicable.

### **Credibility**

The department/entity ensures that our decisions are based on procedures and pre-defined criteria that shall be clearly explained to you. Our staff are bound to act in an ethical manner.

## Security

Care is taken to ensure that our public offices are in line with standard physical safety requirements. They are set up with your privacy in mind and any personal information that you provide will only be used for the purpose that it was collected for and processed in line with the relevant legislation.

## Understanding /Knowing the Customer

The processes at the department/entity are designed to understand and support the needs of the customers and create the minimum inconvenience possible to customers, without discriminating on grounds of gender, status, age, ability, nationality, religious or political beliefs.

## Tangibles

Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

The department or entity that successfully completes the evaluation stage, is referred to the Principal Permanent Secretary for the presentation of the Quality Award.

Once the Quality Award is presented, this needs to be affixed on the external façade of the department or entity, near the official name, as well as exhibited on all means of communication used, including the government website of the department or entity, social media, and letterheads amongst other.

**Once awarded the Quality Award shall be valid for 24 months. For its renewal, the department or entity shall:**

- Invest in an internal mechanism which assures adequate monitoring or the standards established in the QSC
- Preserve the corporate branding and the refurbishment conducted where necessary
- Maintain contact with the **Department Quality & Development** regarding updating of processes, especially with regards to the QSC
- Successfully completes every quality exercises, including the mystery shopper

If the department or entity does not honour the established terms through which it would have achieved the Quality Award, this is withdrawn.

## Contact

For more information on the above-mentioned process, one may send an email on **managementsupport.opm@gov.mt** or make contact with **the Department Quality & Development** on **2200 1833**.

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