

PUBLIC POLICIES

INTRODUCTION OF THE METHODS FOR ORGANIZATIONAL EXCELLENCE FOR RAISING THE CAPACITY OF MUNICIPAL GOVERNANCE

Project Objectives

Development and pilot check-up of an approach to introducing governance through organizational excellence ("Commitment to Excellence") in the context of two Bulgarian municipalities.

Project Implementation Tools

- Establishing organization within the municipality for implementation of the project;
- Ensuring the active and informed participation in the training of all persons, related to the project implementation;
- Selection of a competent project manager and team members;
- Communication and, if needed, clarification of the ideas and concepts of Organizational Excellence among the organization's employees;
- Self-evaluation, identification of strengths and fields to be improved, as well as the priority of individual tasks;
- Development, deployment and communication of an action plan;
- Commitment to the realization of constant improvements.

Project Status

Under design.

Results

- Better understanding of the concepts of modern governance and clearer vision of raising the administrative capacity and the quality of services;
- Achieving commitment of the personnel to the identification of the strengths and fields to be improved and the innovations in governance through harmonization of the language and concepts, and raising governance culture within the whole organization;
- Development of the communication channels and improvement of the communication within the municipality;
- Identification of the key processes in the work of the municipality and forming a clearer idea of what is being done, what shall not be done, how shall it be done and what shall be achieved;
- Identification of the priorities for development of the municipality and its governance on grounds of an objective, systematic analysis and evaluation of facts;
- Drawing up an action plan and introduction of changes, oriented to enhanced efficiency;
- First steps to the formation of a new organizational culture, oriented to satisfaction of the customer and of the other interested parties with the work of the municipality.

Experts and Partners

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