



# WHAT'S IN IT FOR ME?

## EFFICIENCY IN SERVICE DELIVERY

A centre that is **Driven by Service Excellence** is not only keen on effectively delivering on its long and short-term mission and vision but also doing so efficiently with maximum productivity and minimum wasted time and expense. The Ministry of Finance and the Public Service (MOFPS) is committed to reducing the time taken to deliver service through its new strategic road map. This will improve the ministry's overall output, increase

productivity and quality of service and ultimately leave customers feeling satisfied.

**Efficiency in Service Delivery** is set to be achieved through performance management systems, automation of records and core workflow as well as a revised Standard Operation Procedure (SOP). The implementation of these tools will guarantee higher productivity levels with limited waste of time.

### WHAT YOU SHOULD REMEMBER:



An efficient workforce will improve service delivery and reduce wasted time and expenses.



The MOFPS is committed to efficiency in service delivery by utilising performance management systems and a revised SOP.



Efficient service delivery will ensure customers are satisfied.



Automation of records and core workflow will improve how efficiently service is delivered to the general public.



There are 5 tenets to the driven by service excellence strategic road map.

### WHAT'S IN IT FOR ME?

Efficient service delivery will ensure a reduction in the time taken to meet your needs while ensuring you are happy and satisfied.



Service Excellence is the cornerstone for the transformation of the ministry for the next 5 years and we are committed to ensuring efficient service delivery to all Jamaicans.

