Road Map

Stage One: Organizational Stability

    Step 1: Articulate the Leadership Vision

    Step 2: Concentrate on Priorities

    Step 3: Establish Goals

    Step 4: Set Specific Objectives, Measures and Targets

Stage Two: Organizational Effectiveness and Economy

    Step 5:   Align with Strategic Direction

    Step 6:   Clarify Accountability

    Step 7:   Enhance Organizational Development

    Step 8:   Enable Service Integration

    Step 9:   Build Organizational Flexibility

    Step 10: Focus on Customer Needs and Citizen Engagement

    Step 11: Balance Scope and Scale of Departments

Stage 3: Organizational Efficiency

    Step 12: Address Structural Efficiency

    Step 13: Strive for Cost Efficiency

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Road Map

Stage 3: Organizational Efficiency

Step 12: Address Structural Efficiency

Improve the formal system of task and reporting relationships that manages employees to achieve the corporation's goals and objectives. Promote productive and positive behaviour. Help people understand the purpose behind the tasks they perform, enabling greater performance efficiency. Develop cohesion between groups, teams, divisions and departments.

Step 13: Strive for Cost Efficiency

Produce optimum results for municipal investment or expenditure. Create value.

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