

## 2011 PUBLIC SECTOR INNOVATION FINALISTS

### **Innovator of the Year Category**

**Winner:** Rural Sustainable Villages in the CHDM

#### **Project overview**

The Chris Hani District Municipality initiated a number of projects under their school greening and environmental health awareness project. The programme involved the establishment, equipping and support of organic food gardens at the schools selected to be involved. Besides the programme's success the Municipal Health Services (MHS) staffs were unable to provide the support to a number of large schools to ensure sustainability of the projects. Adding to the pressure was the unavailability of water supplies in the communities served by the schools in question. The water issue hindered the progress of the programme and as a result the programme was unable to flourish in the nature intended.

A series of small scale energy efficiency projects were set up towards 2008 through the Eskom/WESSA Energy and Sustainability Programme and under the request of the Department of Basic Education (Lady Frere District) at the Three Crowns Junior Primary School. Partnership between the school greening programme and the Eskom/WESSA Energy Sustainability Programme were inevitable following great synergies between food security, sustainability and environmental learning. The partnership was seen as mainly ensuring sustainability of the programme but in the long term it also laid a foundation of a working partnership that is currently enjoyed by the two organisations.

#### **The Innovation:**

There is a growing recognition of the existence of a multitude of assets in even the poorest communities including:

- Stories, experiences, innovations, talents and skills for individuals
- Association and social networks(Including the community's diaspora)
- Local institutions, rights, claims and entitlements

This project intervenes sensitively for sustainable service delivery while maintaining the wealth of African community assets. The Sustainability Commons established in schools are ideal for school-to-community empowerment.

## **1st Runner Up: St John's College – Centre for Excellence in Mathematics and Physical Sciences**

### **Project Overview**

In 2002, St John's College took a resolution, after analysing trends, to turn the school around from a normal general stream to becoming a centre of excellence in Maths and Science. There were several consultation sessions with stakeholders that were undertaken to transform the school. In preparation for the reconfiguration change management issues were dealt with and structural issues like extra classrooms science laboratories, equipment procured for effective teaching.

In 2006 the School introduced Tourism and Computer Science as other electives for the learners as well as converting two classrooms into a temporary Library and information centre for learners to access information. The school also mounted digital projectors in the science and life science laboratories to enable effective teaching and learning. They converted the hostel dormitories into grade 10 classrooms and as a result the enrolment in grade 10 increased and hence the need to recruit more educators. The school recruited more educators from Walter Sisulu University who came to the school for teaching practice. St John's College was selected to be in the Dinaledi Programme by the Dept. Of Education on the basis of good performance in Mathematics and Science.

The school also entered the FOCUS School Programme aimed at mobilising, developing and employing resources, both human and material to prepare learners to meet the challenges in the global economy. It was also selected to be in the Dinaledi Programme by the Dept. of Education on the basis of good performance in Maths and Science and granted additional posts for the two subjects.

#### **The Innovation**

The St John's College project of turning the school into a centre of excellence in Maths and Science is derived from their vision of a vibrant functional institution of learning, where all stakeholders play their role effectively, by producing quality educational programmes. The project is aimed at resolving problems of high failure in Maths and Sciences, increasing the number of learners studying Maths and Sciences as well as offering support and sharing information with the Cluster schools and the District at large.

## **2nd Runner Up: The Treatment and Disposal of Sewerage Sludge in Johannesburg**

## **Project Overview**

Johannesburg Water faced a challenge of compliance with the Guidelines for the Utilisation and Disposal of Wastewater Sludge that was published in 2006 while still maintaining a safe, cost effective and sustainable sludge treatment and disposal operation. To satisfy the requirements of the new sludge guidelines, a sludge treatment and disposal plan, inclusive of a capital investment programme, was developed. The plan included the solar drying, composing (without the use of a bulking agent) and curing of digested sludge on concrete beds.

The solar drying of digested sludge had been in operation at the Goudkoppies Works for some time before it was introduced to the Olifantsvlei Works and thereafter Northern and Driefontein Works. The outcome of the sludge plan is the production of an A1a class sludge in a sustainable and cost effective manner while protecting the environment from the pollution of ground or surface water. A low level of technology is used and the operation is creative of jobs.

Although the entire sludge plan may not be considered innovative since composing as a means of treating sewage sludge, using bulking agent, has been implemented by Johannesburg for many years. However, composing without use of bulking agent is certainly innovative.

The Innovation

Although there are more expensive processes developed and installed in other first world countries, the Joburg Water came up with this simple, easy to maintain and operate, job creation and cost-effective method to deal with the challenge.

## **3rd Runner Up: eProcurement System Vota Quotas**

### **Project Overview**

eProcurement system is an online, internet-based procurement system, used to solicit quotes from registered service providers. To register companies, submit their details online and get approved after reviewing their legal documents. When the IEC wants to procure services /goods it publishes them as auctions on the system with detailed requirements specification, specifying closing date and time. The system will automatically notify all registered service providers about the auction. Service providers can bid online through the internet; during the bidding the system automatically ranks all the bids (taking preferential points for HDI's into consideration) and allows all bidders to see the competing quotes.

The Innovation

- Service providers can register online and upload documentation into the system
- Automated notification of suppliers through sms, fax and email ensures high participation
- Service providers can submit their bids online and immediately see how they compare with competitors
- Proxy Bidding automates the bidding for suppliers until their minimum price is reached
- The system seamlessly integrates with the IEC's ERP System
- The system is compatible with all browsers including open-source browsers
- The PPPFA and related statutory requirements are incorporated into the system design
- Suppliers can submit unsolicited proposals. Proposals can be tracked and will not go by unnoticed as in the case of being sent to someone's email.

## **Category A – Innovative Partnership in Service Delivery**

**Winner:** Rural Sustainable Villages in the Chris Hani District Municipality (CHDM) – Eastern Cape

### **Project overview**

The Chris Hani District Municipality initiated a number of projects under their school greening and environmental health awareness project. The programme involved the establishment, equipping and support of organic food gardens at the schools selected to be involved. Besides the programme's success the Municipal Health Services (MHS) staffs were unable to provide the support to a number of large schools to ensure sustainability of the projects. Adding to the pressure was the unavailability of water supplies in the communities served by the schools in question. The water issue hindered the progress of the programme and as a result the programme was unable to flourish in the nature intended.

A series of small scale energy efficiency projects were set up towards 2008 through the Eskom/WESSA Energy and Sustainability Programme and under the request of the Department of Basic Education (Lady Frere District) at the Three Crowns Junior Primary School. Partnership between the school greening programme and the Eskom/WESSA Energy Sustainability Programme were inevitable following great synergies between food security, sustainability and environmental learning. The partnership was seen as mainly ensuring sustainability of the programme but in the long term it also laid a foundation of a working partnership that is currently enjoyed by the two organisations.

The Innovation:

There is a growing recognition of the existence of a multitude of assets in even the poorest communities including:

- Stories, experiences, innovations, talents and skills for individuals
- Association and social networks(Including the community's diaspora)
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This project intervenes sensitively for sustainable service delivery while maintaining the wealth of African community assets. The Sustainability Commons established in schools are ideal for school-to-community empowerment.

**1st Runner Up:** Wellness Campaign, Road Traffic Inspectorate – Kwazulu-Natal

### **Project Overview**

Road freight is the most effective mode of transport in South Africa, particularly when exporting to cross border countries that are land locked. Even companies that are situated near ports are likely to use road transportation to transport their goods. Truck drivers who sit most of the day driving and transporting these goods are likely to face wellness challenges, which in turn can cause disruptions on our roads. Research associates the risks of crash related deaths to job related fatigue and they face a high risk of crash related injuries and other serious health disorders. Other studies suggest that the risk of cancer, heart attacks and other chronic related disorders may be related to other aspects of long haul driving such as, irregular schedules, long hours of driving, and an inactive lifestyle and not having a balanced nutritional meal daily in an unregulated hours industry.

After a thorough investigation into incidents that have taken place on our National Roads, the management of the Road Traffic Inspectorate Pietermaritzburg together with Road Safety, both components of the Department of Transport, approached N3 Toll concession with an initiative of implementing the Wellness Campaign in early 2009. This campaign was held for truck drivers at the N3 National Toll Route at Mooi Plaza. The goal of the Road traffic Inspectorate in Pietermaritzburg is to extend this initiative throughout the country by raising awareness of health and wellness thereby reducing accident on our roads.

### The Innovation

The wellness program was developed to provide a resource for addressing the freight issues in the industry and the driver's safety.

Studies conducted reflected that eighty percent of fatal accidents on our roads are due to driver fatigue or the driver's wellness. Truck drivers travelling both on the North and Southbound freeway can stop in at the wellness clinic for free testing and screening. The roadside campaign screen for the following common illnesses:

- Hypertension (Blood Pressure)
- Eye Sight
- Heart Disease
- Malaria Screening
- TB Screening
- Audio Test
- Nutritional information
- Physiotherapy and Exercise Information
- Voluntary HIV testing and counselling
- Diabetes (glucose)

The concept of this campaign is to enhance the physical and medical elements to the drivers on the roadside.

## **2nd Runner:** Molteno Railway Station, Department of Roads and Transport – Eastern Cape

### **Project Overview**

The Department of Roads and Transport in the Eastern Cape was approached by the Molteno community over their dilapidated Rail Station. At the time the then Shosholozha Meyl was threatening to permanently close the station claiming it was unsafe and insecure, and they couldn't stop both in the early morning and evening. This situation created congestion in Queenstown station. The Molteno community would then spend extra costs on informal transport arranged by Transnet to their destinations. The community was also exploited by pirate and unsafe taxis with extra charges. The Department of Transport and Shosholozha Meyl met and established a Community based Transportation

forum based in Nkwanca Municipality in Molteno. A committee between the Municipality, Shosholozza Meyl and the Department of Transport was also established to see through the project implementation. A proposal was pitched to Spoornet when they wanted to close down the station. The station was officially re-opened through the assistance of the established committee on the 29<sup>th</sup> October 2007. The station has managed to bring transport services closer to the community and alleviate poverty by creating both temporary and permanent employment. The use of the renovated station has added value in human dignity by eliminating exploitation and reducing costs incurred by the Molteno community.

**3rd Runner Up:** Learner Performance Improvements, Department of Education - Mpumalanga

### **Project Overview**

The Learner Performance Improvement project was started to address poor performance of learners, to expose them to tertiary education and then create access to better jobs in the local mines. The Department of Education and local mines joined hands and formed a pact to sustain good performance by ensuring schools are conducive for learning and teachers are confident to meet the requirements of the new curriculum thus sustaining good performance. The project team members report monthly to principals and they are allowed to intervene if necessary.

The Circuit manager attends forum meetings with the mines on monthly basis to report on progress and new identified areas of need. Once a year results are reported to the whole community in a circuit award ceremony where the best performing educators and learners are appreciated. A career expo with tertiary institutions and local business people has since been organised to encourage learners to study and choose the career path they would like to follow. This has improved the number of students in the engineering field and ten learners were awarded bursaries by the University of Pretoria and University of Johannesburg. In June for the very first time the Qedibanga ABET Centre saw an influx of out of school youths and adults rewriting their matric exams. Exxaro mine has committed to sponsor teacher development programme for the Accounting and Economics Educators in 2012- 2013.

**Category B – Innovative Use of Information and Communication Technology (ICT) for**

## **effective Service Delivery**

**Winner:** eProcurement System (Vota Quotas) IEC, Gauteng

### **Project Overview**

eProcurement system is an online, internet-based procurement system, used to solicit quotes from registered service providers. To register companies, submit their details online and get approved after reviewing their legal documents. When the IEC wants to procure services /goods it publishes them as auctions on the system with detailed requirements specification, specifying closing date and time. The system will automatically notify all registered service providers about the auction. Service providers can bid online through the internet; during the bidding the system automatically ranks all the bids (taking preferential points for HDI's into consideration) and allows all bidders to see the competing quotes.

The Innovation

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**1st Runner Up:** Fresh Produce Online Shopping System, Joburg Market - Gauteng

### **Project Overview**

The Joburg Market has become the first produce market in the continent to offer buyers an opportunity to place an order for fresh produce online, view prices with all the grading and sizes, and choose preferred shipping method virtually, without the buyer having to visit the site. What's more important is that the system allows more secure online shopping of fresh produce without any fear of divulging their personal financial details. Buyers are now able to save

significantly on travel and accommodation costs. They can shop with a peace of mind as Joburg Market will organise logistics, produce inspection and the necessary paper work such as phytosanitary certificates.

#### The Innovation

Being the first of its kind in the country to offer buyers on the other side of the world opportunity to place an order for fresh produce online, view prices with all the grading and sizes, and choose preferred shipping method virtually, without the buyer having to visit the market and thereby help the buyers to save costs.

### **2nd Runner Up:** Display Screens, Department of Agriculture and Rural Development - North West

#### **Project Overview**

The display screen technology is a modern way of disseminating information to targeted clients situated in remote areas quickly and effectively using satellite technology. It enables one to use audio visual techniques and language that is well understood by one's clients at a cost effective price, for instance critical information such as the ever changing prices of their products such as seed, cotton, groundnuts, mielies etc. Communication with employees becomes easy, efficient and effective, visual communication overcomes illiteracy and language barriers as is the case with farmers in rural areas. This network is also used for training, skills development and education using the language that is best understood by the department's clients.

#### The Innovation

The provision of display screens in five districts of the North West requires a satellite dish, cabling, media player, modem and a screen. The control of the entire network is done remotely from a central facility based in the service provider's premises. The media player driving each screen is connected back to the service provider's premises via the modem internet return path. All material or information destined for the screen is encoded, scheduled and then transmitted via satellite from service provider. So the content and information to be uploaded is wholly owned by the department. Information is uploaded by text, visuals, graphs, graphics for whichever time required. This system can display daily prizes of products, commodity prices, exchange rates, weather conditions, fuel prices and any other important information the department sees fit.

### **3rd Runner Up: Smart Pen, Department of Agriculture and Rural Development – Western Cape**

#### **Project Overview**

The Department of Agriculture, specifically the Programme: Farmer Support and Development, implemented the Smart (Digital) Pen and Paper technology to capture and monitor information on agricultural projects. Previously reports on projects site visits done, only reached the Head office three or four weeks later which delayed service delivery to the beneficiaries. Xcallibre developed a project and a farm monitoring system for the Western Cape Provincial Department of Agriculture using its proprietary digital pen technology combined with GPS & Camera enabled mobile phones. This solution allows the department's extension officers to register projects with GPS coordinates and photographs and then do real time monitoring and provides support at regular site visits, while also attaching GPS coordinates and photographs of these visits.

The Smart Pen solution will enable extension officers to complete data forms while on a farm, with all information being sent directly to a central project administration system known as X-Station which is housed at the department provincial offices. The X- Station also developed by Xcallibre will be used for auditing purposes to remove duplication of information collection and reduce the administration time of Extension Officers, allowing them to focus on more direct service delivery (assisting farmers to produce quality products).

Helping farmers to optimize their output was also hampered by a lack of visits and support from extension staff, lost forms, incomplete forms, delays in getting forms back to their offices, delays in capturing and processing forms etc. All these are now addressed by the Smart Pen Technology through GPS monitoring, barcodes with digital pen, form validation (on mobile), real-time submission, X-Station handwriting recognition, photos, Forms Admin System and GPS and X-Station Buffalo Mapping.

#### **The Innovation**

The smart pen uses ink, writes or functions, contains like a normal pen, contains a digital camera which captures/ takes pictures of the pen strokes made when writing, has small data files which has a memory 40 A4 pages or 80 A5 pages, a 128 bit encrypted data transmission, Bluetooth transceiver or USB and secure data transfer.

The digital pen communicates using end-end cryptography. A message written with the pen is encrypted within the pen before transmission. The message remains secret from the very moment it leaves the pen. It uses 128 bit symmetric key

encryption. Each digital pen has a unique ID. All digital pens that are used are registered to a specific user and can only communicate with that trusted user. Every pen contains a real time clock making fraudulent form completion easily detectable.

When a form is completed, the information is sent via Bluetooth to your mobile phone. The GPS coordinates are automatically captured and photos are attached. All this information is sent via one's mobile phone through GPRS Network to a central server and then to one's computer or laptop. The hand written completed form is now digitized (hand writing recognition of Smart pen). This is an innovation that enables Manager's to monitor project progress on a daily basis and advice Extension officers of possible problems.

### **Category C – Innovative Service Delivery Institutions (e.g. schools, hospitals, clinics, or police stations)**

**Winner:** St John's College – Centre for Excellence in Mathematics and Physical Sciences, Department of Education – Eastern Cape

#### **Project Overview**

In 2002, St John's College took a resolution, after analysing trends, to turn the school around from a normal general stream to becoming a centre of excellence in Maths and Science. There were several consultation sessions with stakeholders that were undertaken to transform the school. In preparation for the reconfiguration change management issues were dealt with and structural issues like extra classrooms science laboratories, equipment procured for effective teaching.

In 2006 the School introduced Tourism and Computer Science as other electives for the learners as well as converting two classrooms into a temporary Library and information centre for learners to access information. The school also mounted digital projectors in the science and life science laboratories to enable effective teaching and learning. They converted the hostel dormitories into grade 10 classrooms and as a result the enrolment in grade 10 increased and hence the need to recruit more educators. The school recruited more educators from Walter Sisulu University who came to the school for teaching practice. St John's College was selected to be in the Dinaledi Programme by the Dept.

Of Education on the basis of good performance in Mathematics and Science.

The school also entered the FOCUS School Programme aimed at mobilising, developing and employing resources, both human and material to prepare learners to meet the challenges in the global economy. It was also selected to be in the Dinaledi Programme by the Dept. of Education on the basis of good performance in Maths and Science and granted additional posts for the two subjects.

The Innovation

The St John's College project of turning the school into a centre of excellence in Maths and Science is derived from their vision of a vibrant functional institution of learning, where all stakeholders play their role effectively, by producing quality educational programmes. The project is aimed at resolving problems of high failure in Maths and Sciences, increasing the number of learners studying Maths and Sciences as well as offering support and sharing information with the Cluster schools and the District at large.

**1st Runner Up:** Community Police Forum (CPF) Call Centre, Phalaborwa SAPS - Limpopo

### **Project Overview**

The project started in 2008 after seeing the rise in crime levels in the Phalaborwa policing jurisdiction and it aims to involve the community through information flow to create an intelligence base through an "eyes and ears" mobilisation at grass root level and to devise a means to communicate speedily with the community to mobilise the observation powers of the entire community to report their observations. The CPF aims to also enable liaison with the SAPS structure to speedily react to the information and give feed back to the community.

The Innovation

The Call Centre project was initiated to create a direct information and gathering flow between SAPS and the community. The interactive nature of the project boosts transparency and confidence in the Police structures through interaction and dialog. The entire town is transformed into the "eyes and ears" of the Police. The project makes use of simple and accessible technology such as cellular phones, computers and the Internet for creating proactive policing instead of reactive policing.

**2nd Runner Up:** Heanertsburg SAPS Victim Empowerment Centre, Limpopo

### **Project Overview**

Haernertsburg SAPS Victim Empowerment Centre was started after considering the complaints from the people about domestic violence and requests for assistance with pension and child grants as well as food parcels. The project aims at assisting the farm workers and pensioners by making service delivery accessible to them. Victims of domestic violence are also provided with temporary overnight accommodation at the VEP when they have serious domestic problems, traumatised victims of crime and rape are assisted at the station and receive immediate counselling from social workers and volunteers. The project caters for the community as the SASSA offices in the two towns, Polokwane and Tzaneen, are far and transport is scares.

#### **The Innovation**

The innovation comes from the fact that farm workers and pensioners in the Haernertsburg region are illiterate and frustrated with problems in the community especially domestic violence related cases and this project serves as an empowerment and a relieve from the vulnerability of the community.

### **3rd Runner Up: Translation Projects for Migrants, City of Johannesburg - Gauteng**

### **Project Overview**

The City of Johannesburg's Region F has a population of an estimated 488,022, with an estimated 13% of that population being migrants (63,442 of the total population of the region). The two clinics, Rosettenville and Yeoville provide healthcare to primarily foreign nationals. They are constantly faced with the unique challenges of communication that greatly compromise quality of care for migrants, result in long queues due to increased consultation times and some tension between health workers and foreign nationals. This highlighted the need for translation services/project for foreign nationals at these facilities.

#### **The Innovation**

The innovation is the provision of translation services to migrant communities in the selected health care facilities of the City of Johannesburg. The languages covered are Swahili, French, Portuguese, Lingala and Tshiluba. The suitable foreign nurses conduct the translations. The program was implemented in partnership with African Migrants Solidarity and Refugee Nurses Association and has assisted 3480 beneficiaries over a period of nine months. The program has also been introduced to three more facilities until 2012 with funding from the Foundation for Human Rights through African Migrants Solidarity – a Population Council's grantee. The project has indirectly offered employment opportunity to

migrant nurses in a form of allowance to them for their translation services. They are trained in basic HIV and AIDS and counselling, and also briefed on service delivery issues and the Code of Conduct of the City of Johannesburg.

## **Category D – Innovative Enhancements of Internal Systems of Government**

**Winner:** The Treatment and Disposal of Sewerage Sludge in Johannesburg, Joburg Water - Gauteng

### **Project Overview**

Johannesburg Water faced a challenge of compliance with the Guidelines for the Utilisation and Disposal of Wastewater Sludge that was published in 2006 while still maintaining a safe, cost effective and sustainable sludge treatment and disposal operation. To satisfy the requirements of the new sludge guidelines, a sludge treatment and disposal plan, inclusive of a capital investment programme, was developed. The plan included the solar drying, composting (without the use of a bulking agent) and curing of digested sludge on concrete beds.

The solar drying of digested sludge had been in operation at the Goudkoppies Works for some time before it was introduced to the Olifantsvlei Works and thereafter Northern and Driefontein Works. The outcome of the sludge plan is the production of an A1a class sludge in a sustainable and cost effective manner while protecting the environment from the pollution of ground or surface water. A low level of technology is used and the operation is creative of jobs.

Although the entire sludge plan may not be considered innovative since composting as a means of treating sewage sludge, using bulking agent, has been implemented by Johannesburg for many years. However, composting without use of bulking agent is certainly innovative.

The Innovation

Although there are more expensive processes developed and installed in other first world countries, the Joburg Water came up with this simple, easy to maintain and operate, job creation and cost-effective method to deal with the challenge.

**1st Runner Up:** Balelapa Household Profiling Project, Department of Social Development – Northern Cape

### **Project Overview**

The Department was requested by Cabinet to develop a comprehensive database of information at household level. The database will contain a profile of each household within the province, their skills levels and indication of existing services being delivered as well as identify service delivery gaps. The program is also aimed at skills development by training and utilising unemployed young people to conduct the door-to-door study and to capture the information for purpose of establishing a system from which people living in abject poverty can be identified and receive the necessary services.

#### The Innovation

The project has been adopted at MINMEC as best practice model and all provinces envisage replicating the program. The Free State Province has already launched their project. The innovation is the establishment of the up-to-date electronic information system with information on each and every household within Northern Cape Province. The system is able to identify per household: household members, social participation, access to government services, household income and unemployed youth are utilised to conduct profiling.

### **2nd Runner Up:** Organisational Performance Management System: Ehlanzeni District Municipality - Mpumalanga

#### **Project Overview**

Ehlanzeni District Municipality has implemented an Organisational Performance Management System (OPMS) which is not only an effective monitoring and evaluation system for Management, but has also succeeded in alignment of the organisation with the strategy. The approach followed is that of an organisational development process and ensures continuous focus on the strategy and awareness of the performance in terms of implementation of the strategy.

The approach followed with the implementation of the OPMS is that of an organisational development process, which is planned, organisation-wide and managed from the top to increase the organisation's operational efficiency and effectiveness through planned interventions in the organisation's processes and systems. The intention is to create a Strategy focused organisation.

#### The Innovation

The System has improved performance and service delivery and brought about advantages such as effective teamwork and group cohesion, a holistic approach with regard to planning of strategy and performance indicators and the improvement in risk management, which is done on the basis of key documents generated through the

Performance Management System.

**3rd Runner Up:** ISO 9001:2008 for Local Government, Drakenstein Municipality, Western Cape

### **Project Overview**

The positive influence of a Total Quality Management (TQM) System on the improvement of the client's experience cannot be denied. Drakenstein Municipality is the first Municipality in the Western Cape and second outside the border of the Province to have successfully implemented a TQM System, one which has been duly certified by the SABS. The System enables the Tourism Unit to apply corrective action to service delivery deficiencies and challenges. This means that this unit is able to assess its service delivery model and to customise it to the needs of their clients but this requires explicit examination of business processes and procedures. The evaluation of business processes and procedures will present the Tourism Unit with the opportunity of process and procedure cleansing and be able to streamline outputs and outcomes in a more and deliberate way.

#### The Innovation

The Drakenstein Municipality's Tourism Unit was used as pilot site to implement the ISO 9001:2008 Standard for Local Government. Given the nature of the area (predominantly Agricultural with major focus on the wine industry) it made logical sense that the TQM project be implemented in this unit. The ISO certificate of compliance by the SABS confirms that the Municipality is serious about the service delivery and ensures that processes and procedures are continuously improved to the benefit of the customer.