

Public Officers get Vital Training in Process Re-engineering

A specially designed training workshop was recently conducted by Global Business at the Blue Horizon Hotel for middle and senior personnel of the Ministry of the Civil Service and the Office of Public Sector Reform.

Permanent Secretary, Mr Ronald Fitt, indicated that the process re-engineering training was timely given the ever increasing demands placed on government for a wide variety of services. The Permanent Secretary stated in his welcome address that, it is important that public sector agencies are structured and streamlined in such a way that they attain the highest level of efficiency in the operations. Mr. Fitt said that, given the role that the Ministry of the Civil Service, and the Office of Public Sector Reform play in helping to provide the human resource and organisation's capacity in the public sector, the training will ensure that they are fully equipped to discharge their functions, with competence and skill. The facilitators for the programme, Mr. Anthony Sobers and Vancourt Rouse explored such issues as the principles of Process Re-engineering, creating a Process Audit Plan, Analyzing and sharing audit results as well as examining process re-engineering tools and techniques. Service management process, re-engineering and conducting staff audits were also covered in this dynamic two-day workshop.