

Dubai Government Excellence Program
The Executive Council
Government of Dubai



برنامج دبي للأداء الحكومي المتميز
المجلس التنفيذي
حكومة دبي

Dubai Government Excellence Program (DGEP), Dubai's Journey to Sustainable Excellence

Dubai – From Sand to Glamour

1996



2013



“The word ‘impossible’ is not in leaders' dictionaries. No matter how big the challenges, strong faith, determination will overcome them.”

H.H. Mohammed Bin Rashid, World Economic Forum 2004 (16 May 2004)

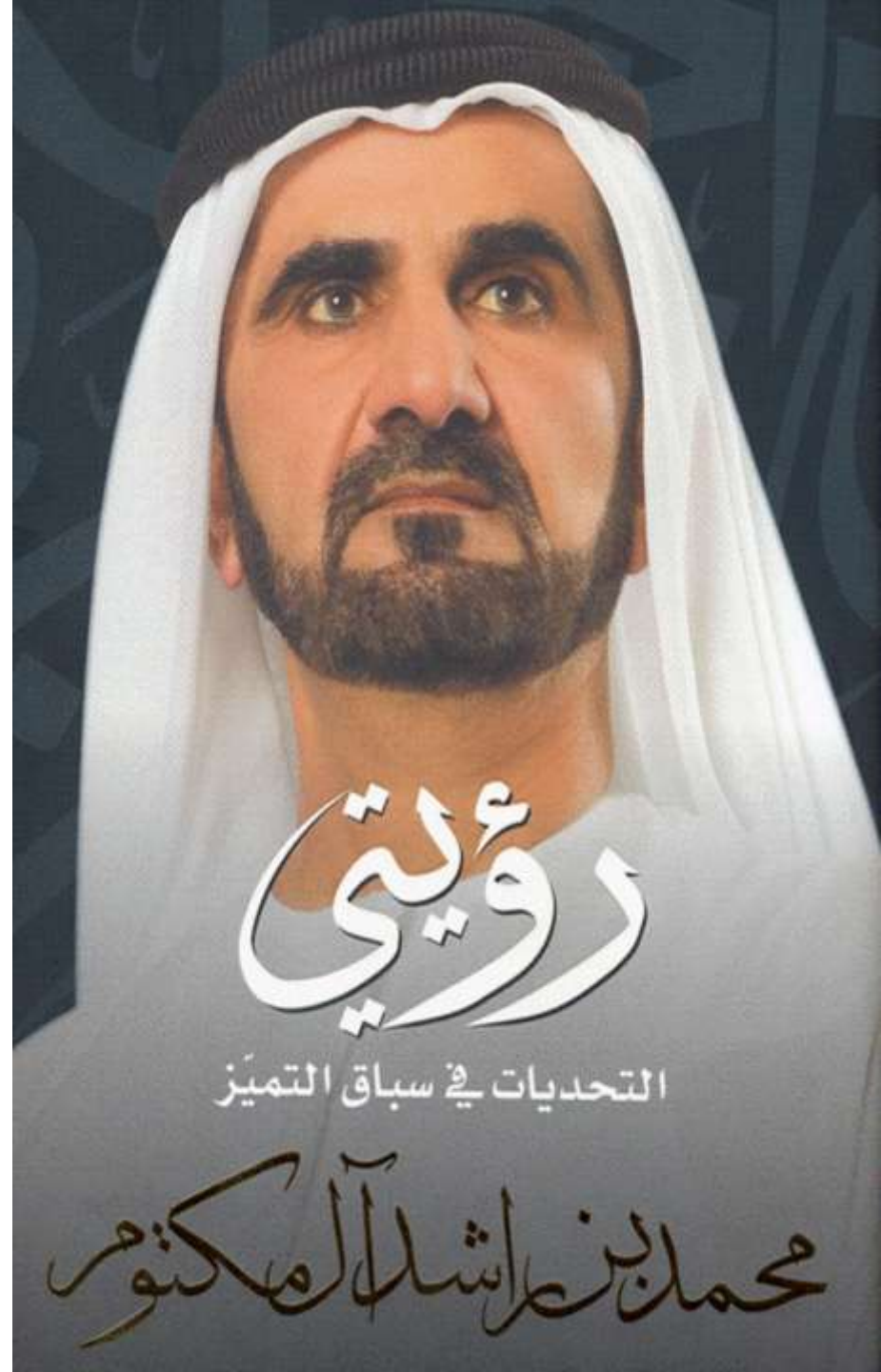
Introduction

- Dubai Government Excellence Program (DGEP) is a pioneer program established in 1997 by His Highness Sheikh Mohammed Bin Rashid Al Maktoum UAE Vice President, Prime Minister and Ruler of Dubai, aiming at engraving the culture of excellence in Dubai government and recognizing distinguished departments, teams and individuals.
- The program aims at spreading the concept of excellence, innovation, quality, best management and professional practices in the Government Sector.

DGEP in the leader's vision

“This program has become the force behind the development of the public sector”

“My vision” book p141 by HH Sheikh Mohamed Bin Rashid Al Maktoum



Dubai Government Excellence Program

*The First Comprehensive Program for Government
Excellence in the world*



Vision

To achieve world class levels of excellence in the
Government sector in Dubai

Results Ranging from 300 to 630 points out of
1000

DGEP Role at a Glance:

- Assessment Feedback Reports
- Dubai Forum for Best Practices
- Partners for Development Program
- Success Stories Documentation
- Lessons Learned
- Benchmarking Platform

- Develop and Amend Criteria According to Best Practice
- Set Targets for Excellence Level

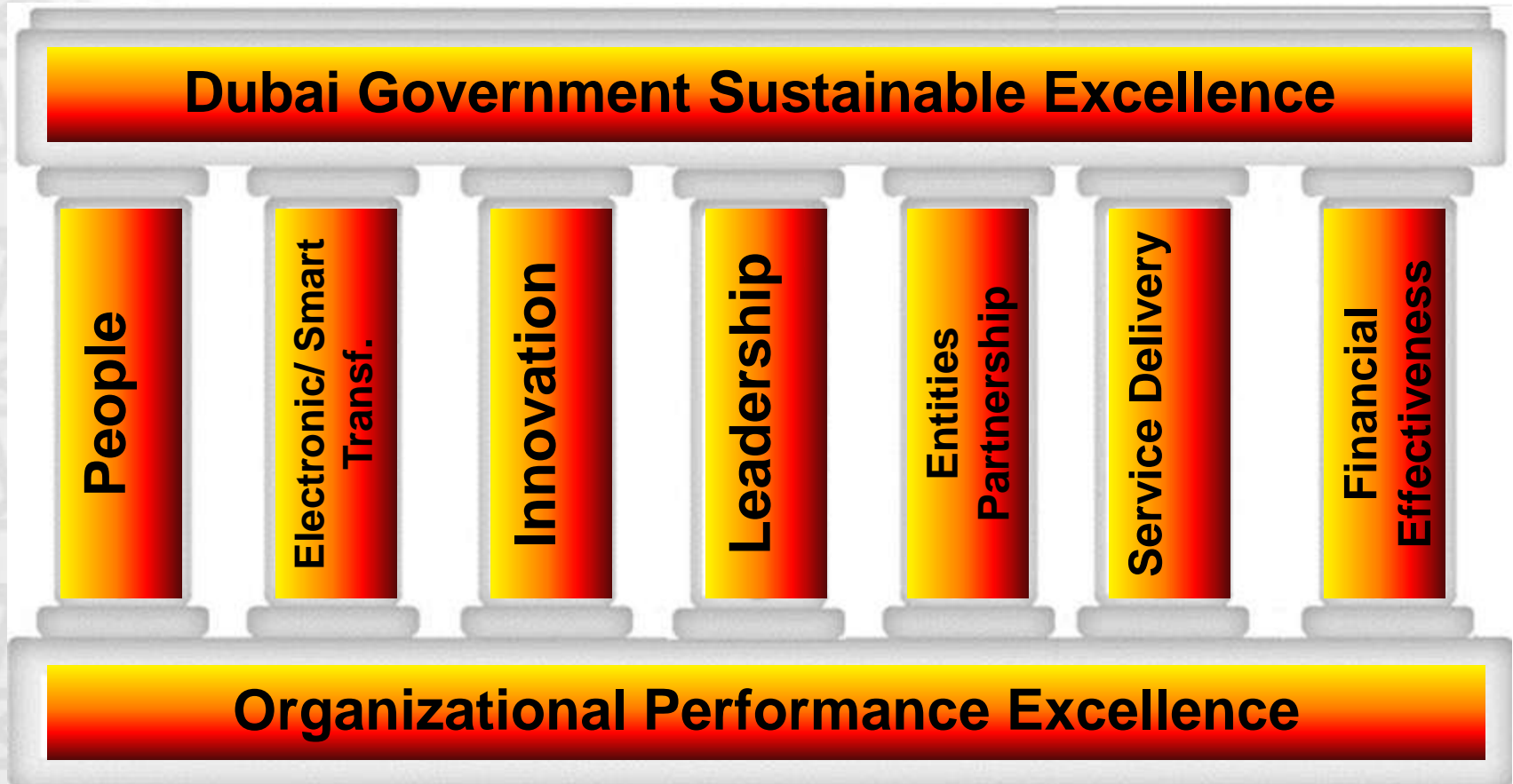


- DGEP Ceremony:
- Dubai Government Excellence Program Award
- Mohammed Bin Rashid Al Maktoum Initiative for Innovation

- Criteria Training
- Knowledge Transfer Workshop
- Internal Assessment Training
- Ramadan Innovation Forums

- Excellence Status Report
- Customer Satisfaction
- Employee Satisfaction
- Mystery Shopper
- Assessment Process Results

Pillars of Dubai Government Excellence:



DGEP Reward and Recognition Categories

Organizational Excellence Categories

Best Results in
Employee Satisfaction

Best Results in
Customer Satisfaction

**Distinguished
Government Entity**

Distinguished Entity in
the Commitment to
National Identity

Distinguished E-
Government Entity

**Distinguished
Government Entity in
financial performance**

**Distinguished
Government Entity in
Internal Assessment
Implementation**

Distinguished
Government Entity in
Government
Communication

Best Improvement in
Organizational
Performance Results

DGEP Reward and Recognition Categories/Cont'd

Administrative Initiatives/Projects Categories

Distinguished Government Initiative

Distinguished Government Team

Distinguished Joint Government Project

Distinguished Technical Project

Mohammed Bin Rashid Al Maktoum Initiative (IBDAA) Innovation Categories

Distinguished Government Entity Supporting Innovation

Distinguished Government Innovative Idea

Distinguished Government Innovative Leader

Distinguished Government Innovative Employee

People Excellence Categories

Distinguished
Specialized Task
Employee

Distinguished
Administrative/
Financial Employee

Distinguished
Government
Employee

Distinguished
Field Employee

Distinguished
Technical /
Engineering Employee

Distinguished
Female Employee

Distinguished New
Employee

Distinguished
Employee in
Leadership Positions

DGEP Reward and Recognition Categories/Cont'd



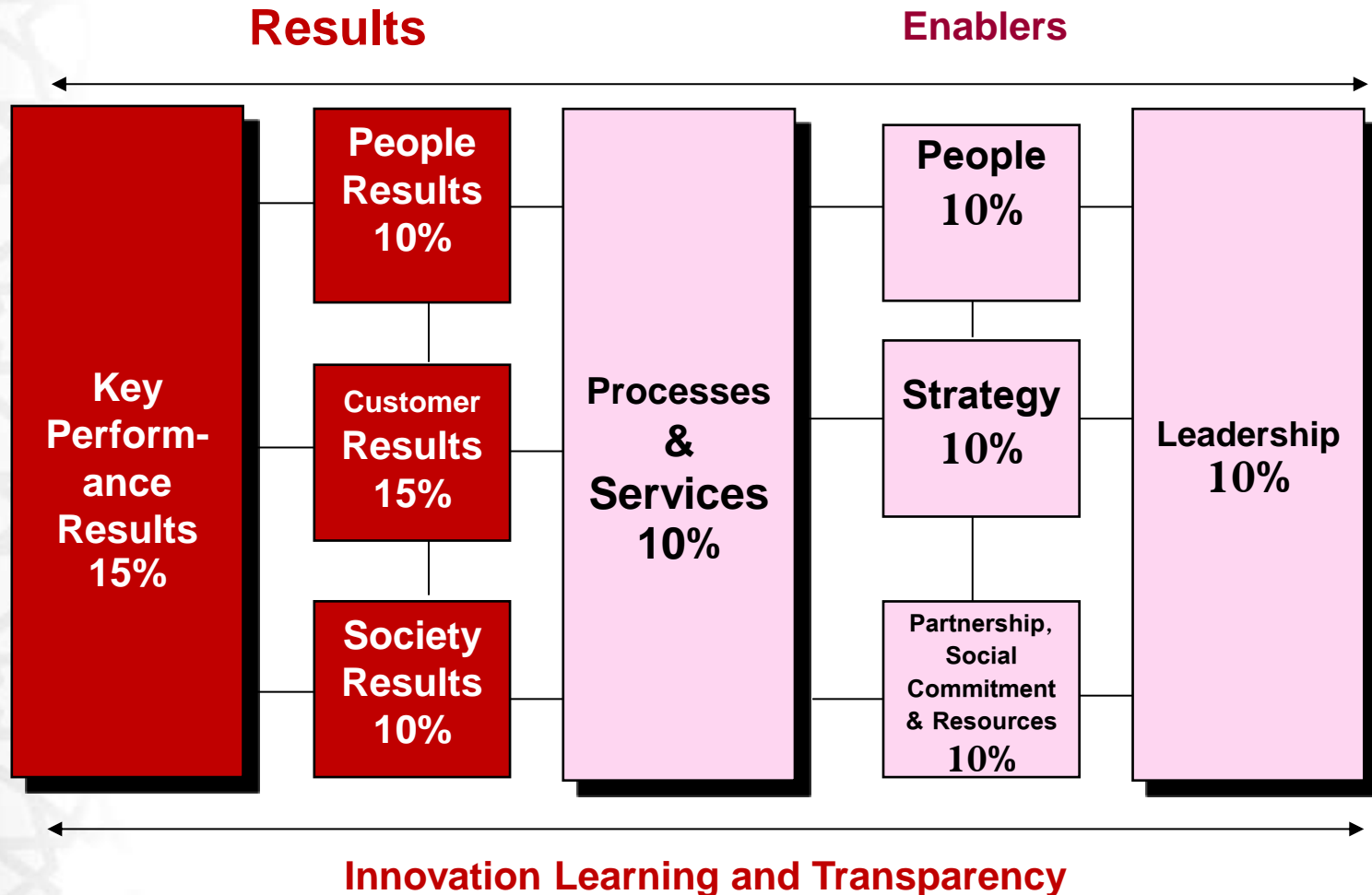
Special Recognition Categories

Unknown Soldier

Partners for Development Category

27 Category

DGEP Excellence Model and Main Criteria

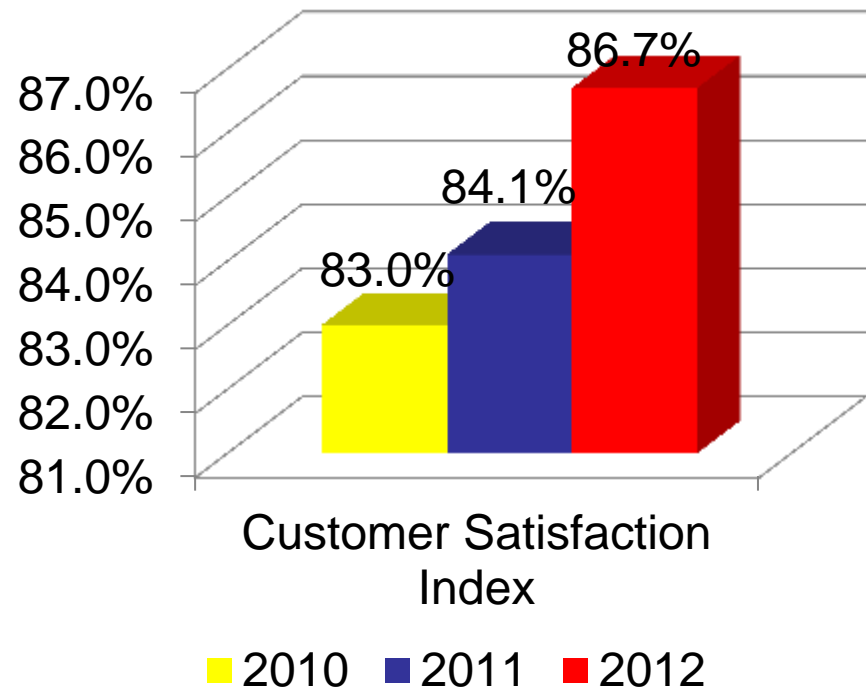


Customer Satisfaction Index Measure

- Upon the direct instructions of His Highness Sheikh Mohammed Bin Rashid Al Maktoum UAE Vice President, Prime Minister and Ruler of Dubai, DGEP has launched several studies to measure the Dubai Government Entities' Customer Satisfaction Index

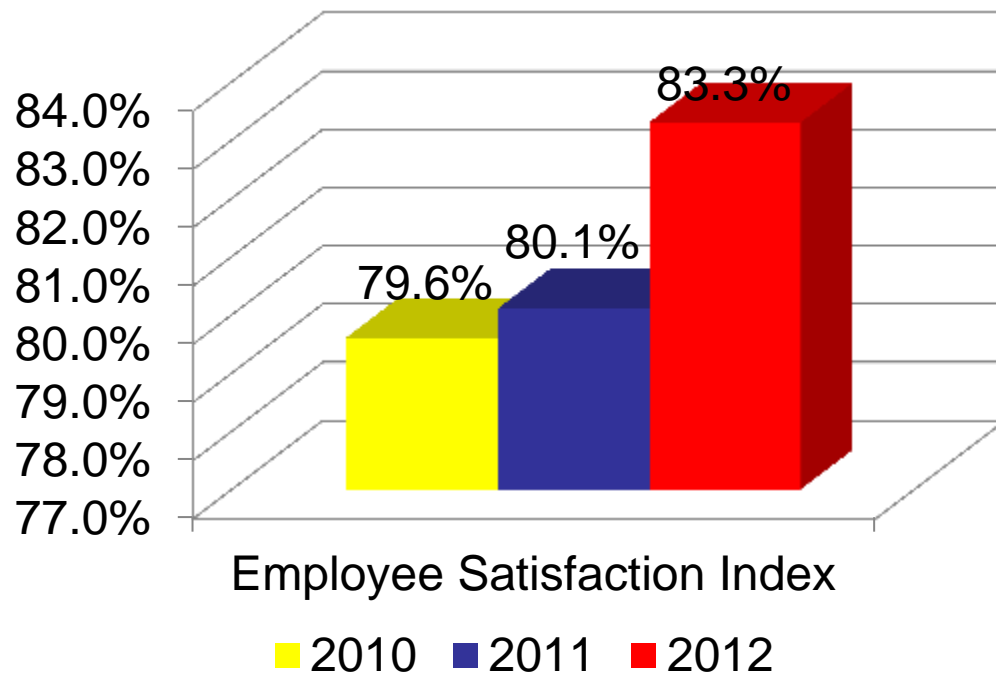
Objective:

- Measuring the satisfaction of customers dealing with Dubai Government Entities using various approaches by an independent party to achieve DGEP objectives



Employee Satisfaction Index Measure

- Upon the direct instructions of His Highness Sheikh Mohammed Bin Rashid Al Maktoum UAE Vice President, Prime Minister and Ruler of Dubai, DGEP has launched several studies to measure the Dubai Government Entities' Employee Satisfaction Index throughout specialized statistically validated surveys according to International Best Standard in this field



Mohammed Bin Rashid Al Maktoum Initiative (for Government Innovation (IBDAA

- A pioneer initiative to encourage government sector to create a work environment to support innovation and encourage government employees to present innovative ideas and improvement initiatives that contribute to the development of their entities and their societies, in addition to improving the government services

Objectives:

- Providing a work environment encouraging innovation and initiative
- Encouraging government employees to think outside the box away from routine, bureaucracy and traditional thinking
- Improving organizational performance as well as the customer service level

Key Initiatives



**Knowledge Sharing
and Transfer
Workshops**



**Excellence
Magazine**



**Dubai Government
Achievements
Exhibition**



**Internal Assessment
Training**



**Dubai Best Practice
Forum**

DGEP Differentiation

- First and Pioneer Program, Established in 1997
- Comprehensive Program
- Small and Effective Team
- Self Sustained
- Substantial and Major Impacts
- No Submittal Application Reports
- Satisfying Government Sector Specialization and Specific Requirements



**We are more than willing
to share our experience
with you**

Thank you ...