

# MSDFS Strategic Plan- Goal 4

## Ensure a Modern, Client Centred, High Performance Organization

Improve organisational performance by 50% against agreed management and efficiency indicators

Critically review and enhance service delivery systems and processes to continually improve client care at the point of interface

Improve client perception of the MSDFS BY 50%

- a) Strengthen the strategic management of the Ministry
- b) Critically review and enhance HRM systems and processes
- c) Design and implement an employee engagement strategy
- d) Complete the restructuring exercise for the Ministry in alignment with the business strategy.
- e) Critically review and enhance management systems and processes including to development of SOPs
- f) Critically review and upgrade MSDFS's facilities
- g) Strengthen Internal Auditing functions of the Ministry
- h) Modernize the Ministry's ICT Infrastructure by 2020
- i) Review and upgrade MSDFS Corporate Communications Strategy and systems

Establish a culture of continuous learning, innovation and operating for results

- a) Establish programme and advisory committees to support implementation of the NSMP
- b) Develop and implement a shared research agenda in collaboration with partners that promotes social innovation and informs, services delivery excellence and good governance
- c) Develop and implement a shared social sector policy agenda in collaboration with partners
- d) Use shared ICT systems for Social Sector Programmes (proposed) to facilitate effective coordination among partners
- e) Undertake a rationalization of social services across partners
- f) Reestablishment of M&E Facilitators

