**OFFICE OF THE PRIME MINISTER**

**SERVICE EXCELLENCE- PRIZE AWARD ACHIEVEMENT**

**THANK YOU f“ LUNCH” ( Prime Minister and Permanent Secretary)**

* **Parliament Bure, Veiuto – 1300 Hours – 13th Nov., 2013**

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***“THANK YOU NOTE” TO STAFF – HON PRIME MINISTER***

* **Office of the Prime Minister - Service Excellence Journey**
* I know the SE Journey has brought about positive and exciting changes;
* Change of culture to customer focus, being innovative and to inculcate "improvements" to systems and processes;
* A culture of Enhancing Service Delivery ensuring efficiency, quality and standards;
* Culture of continuous improvement and Innovation in discovering ways to ensure providing "excellent" level of service to the Fijian people;
* **Thank the Management and Staff - Service Excellence**
* The concerted effort, especially the effective leadership system, of visionary leaders in our organization;
* We have Leaders that embrace changes and allow implementation to take place at the desired pace and quality;
* Without the right and good drivers (Management & Staff) of even good system processes, improvement and moving forward cannot be realized and achieved;
* On this note, I thank all of you for your commitment and taking ownership of your work processes and the exciting changes;
* Also I thank you for sharing and embracing the passion for "Excellence" by your Permanent Secretary. This is really the essence and huge enabler in our SE journey;
* The OPM needs staff who embrace the culture of improvements, changes, quality, standards, discipline, innovation to ensure service delivery is evolving and taken to higher level.
* **Energy Award - Outstanding Award and Best Energy Committee**
* Since we have inculcated "Excellence" in our organisation, looking after the environment in regards to saving/conserving energy becomes normal practice;
* Thank the Staff, Parliament Staff on conserving energy;
* Excellent practice ( integrated approach);
* Energy Committee follow the SE practices and principles.
* **Thank you, you have put the Office of the Prime Minister on the right footing - we lead, are role models and our system and processes will be used as "best practices" for some organizations out there, government and private sectors.**
* **I urge all of you starting from your individual level to continue striving for "Excellence", as you know now how it feels to be part of one of the top organizations.**
* **PLEASE ENJOY THE LUNCH**

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