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# Iraq Governance Strengthening Project

OSTP Excellence Network Conference Keynote Speech

January 2013



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# **IRAQ GOVERNANCE STRENGTHENING PROJECT**

## **OSTP Excellence Network Conference Keynote Speech**

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***OSTP Practitioners' Community Excellence Network Web Approach***  
*Final*  
*January 2013*

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# In Search Of Excellence

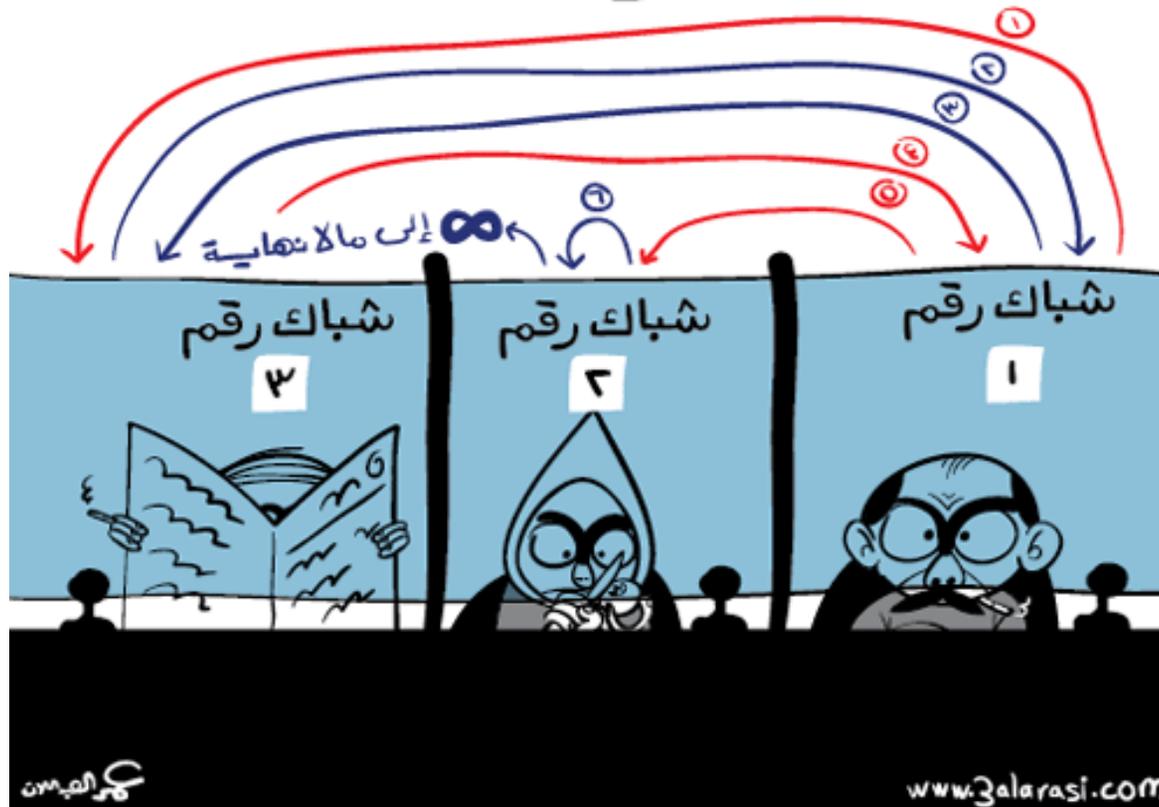
Dr. Salman Shobaki

1/28/2013



## An introduction

الخطوات العبيطة في سير المعاملة البسيطة..

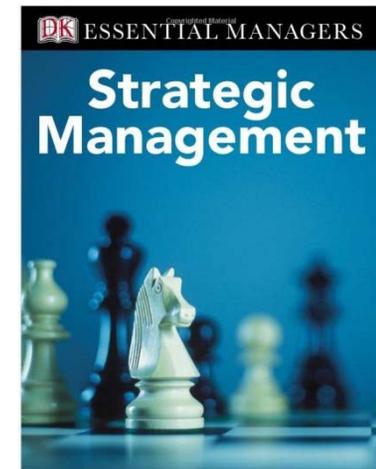




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## Drive to Excellence





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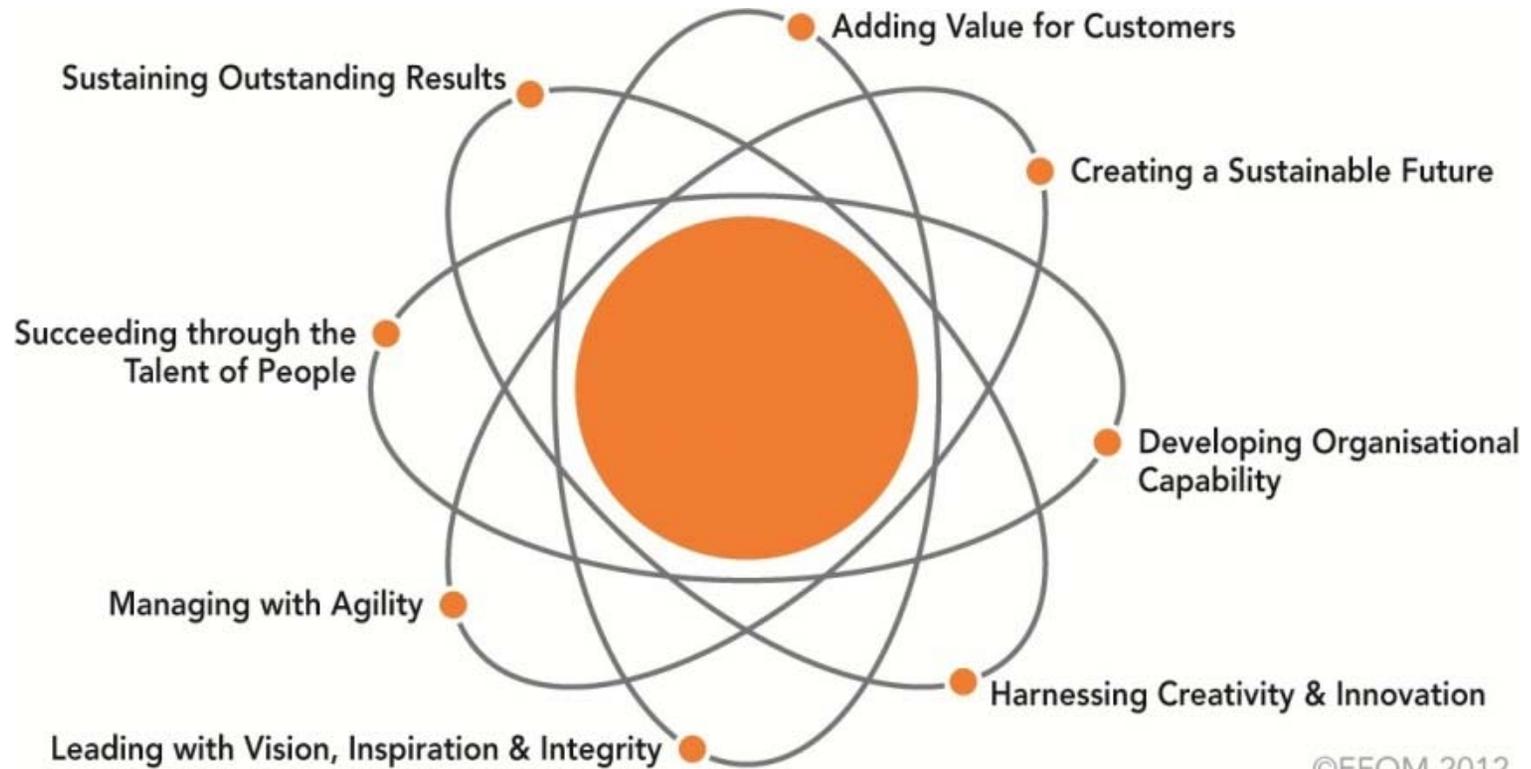
## Excellence Models



**OSTP Framework**



## Fundamental Concepts

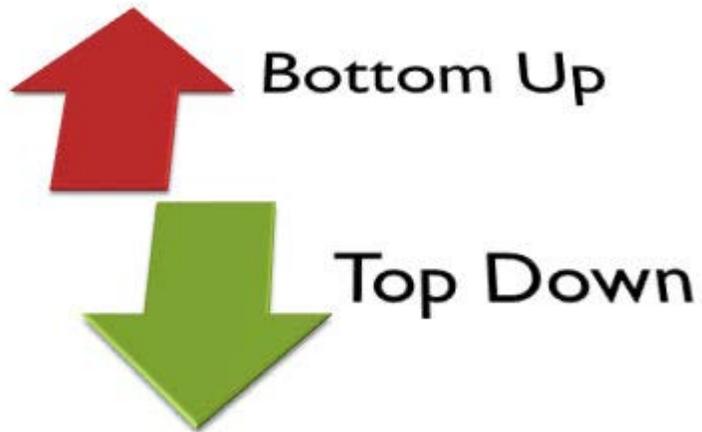




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## Excellence models





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## Experience in the region



جائزة أبو ظبي للأداء الحكومي المتميز  
Abu Dhabi Award for Excellence in Government Performance





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## What was achieved?



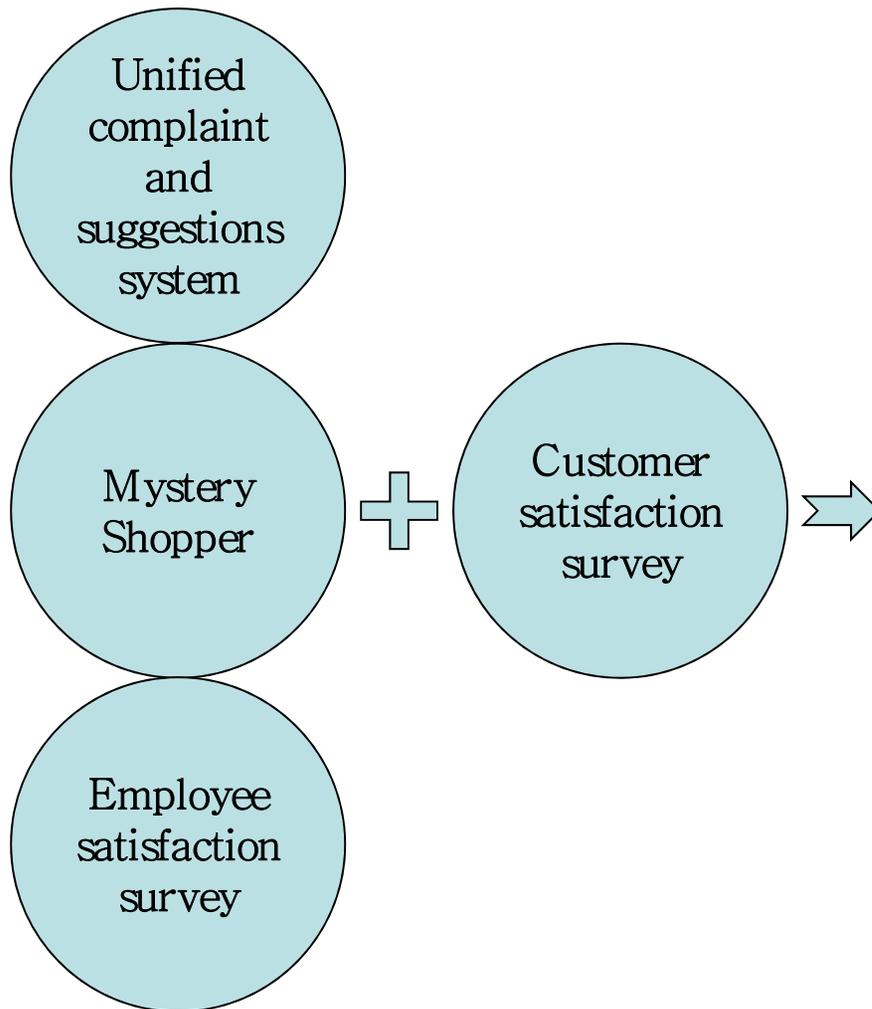
EMPLOYEE  
SATISFACTION



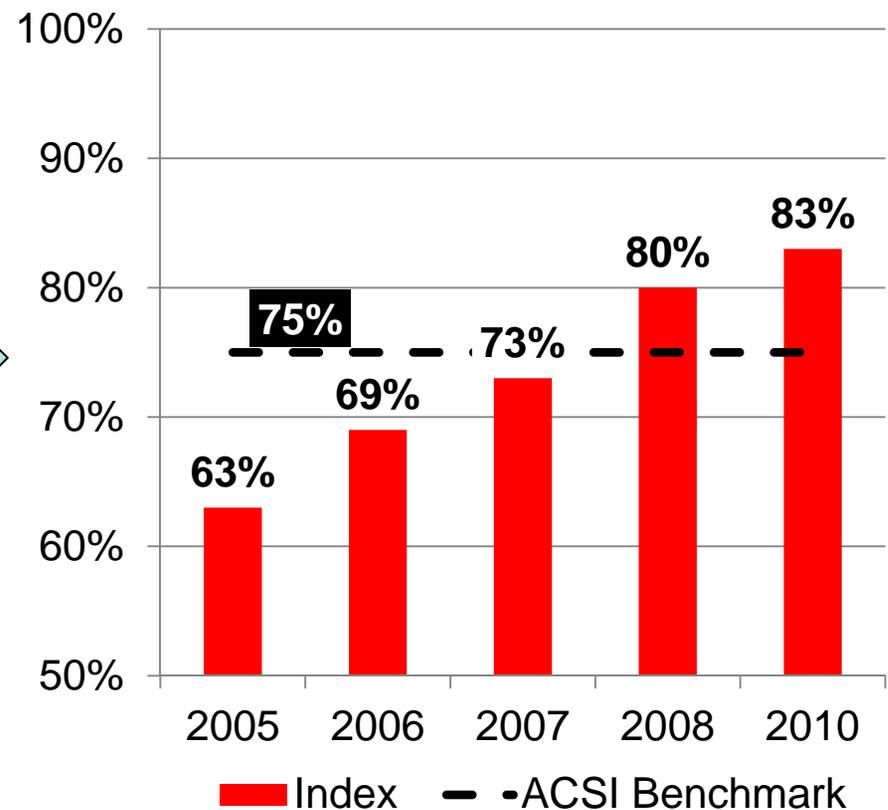
CUSTOMER SATISFACTION	
Excellent	<input checked="" type="checkbox"/>
Good	<input type="checkbox"/>
Average	<input type="checkbox"/>
Poor	<input type="checkbox"/>



## What was achieved? Dubai Case



### Overall Customer Satisfaction Index





## What was achieved? Dubai Case

### From

- Traditional, no creativity/innovation

- Lack of customer focus

- Lack of motivation and competitive spirit

- Lack of efficiency/effectiveness



### To

- Best practices in innovation and creativity in government

- Customer focused culture

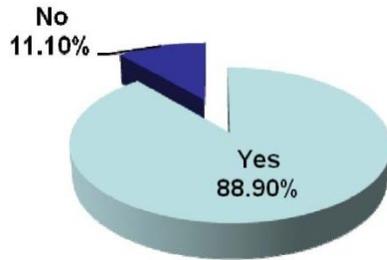
- Employee development & empowerment

- High awareness of efficiency/effectiveness

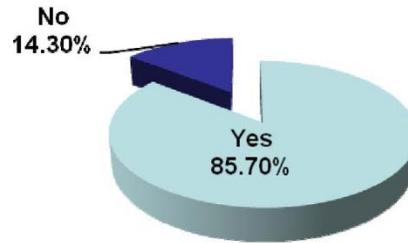
**World class performance**



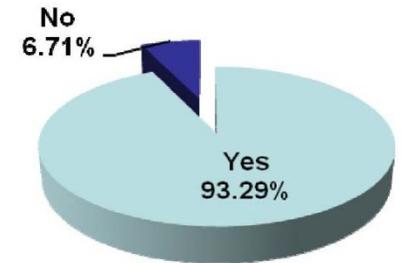
## What was achieved? Dubai Case



88.9% of respondents stated that DGEP assists them in the realization of the vision of HH Sheikh Mohammad Bin Rashid



85.7% of respondents stated that DGEP assists them in meeting the objectives of the Dubai strategic plan



93.3% of respondents stated that DGEP assists them in improving the performance and results of the government sector



How bureaucracy can be turned into meritocracy



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## What was achieved? Dubai Case





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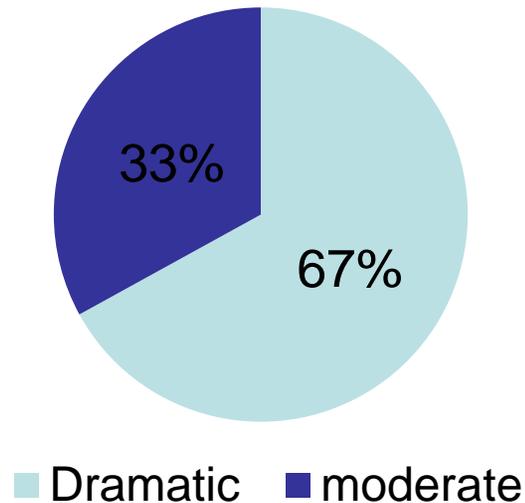


## UAE Ranking (2021 vision)

الأفضل عالميا	الأفضل عربيا	2012	2011	2010	2009	التقرير	
النرويج	الامارات		30	32	34	تقرير التنمية البشرية العالمي	
ايسلندا	الامارات	27				مؤشر الازدهار	
سنغافورة	الامارات	19				تقرير تمكين التجارة العالمية	
سويسرا	الامارات	30				تقرير تنافسية السياحة والسفر	
النرويج	الامارات	103	103	112	105	التقرير العالمي للفجوة بين الجنسين	
الدنمارك	الامارات	17				تقرير السعادة العالمي	
سنغافورة	السعودية (2)	26	33	35	47	تقرير ممارسة أنشطة الاعمال	
هونج كونج	قطر (2)	16	28	25	*	الكتاب السنوي للتنافسية العالمية	
سويسرا	قطر (3)	24	27	25	23	تقرير التنافسية العالمي	
السويد	البحرين (3)	24				تقرير تكنولوجيا المعلومات والاتصال	



## What was achieved? Jordan Case



- 67% of respondents believe that dramatic change has occurred
  - 33% of respondents believe that moderate change has occurred
- Dr. Hyam Nashash - 2007





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## What was achieved? Jordan Case





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## Success factors





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**Thank you**

