Dubai Government Excellence Program (DGEP), Dubai’s Journey to Sustainable Excellence
Dubai – From Sand to Glamour

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

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:

Set Aims, Develop Criteria & Initiatives

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

Learn & Share Knowledge

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

Measure & Assess

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

Awareness, Training & Support

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

Reward & Recognize

- DGEP Ceremony:
  - Dubai Government Excellence Program Award
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- Assessment Feedback Reports
- Dubai Forum for Best Practices
- Partners for Development Program
- Success Stories Documentation
- Lessons Learned
- Benchmarking Platform

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Pillars of Dubai Government Excellence:

- People
- Electronic/Smart Transf.
- Innovation
- Leadership
- Entities Partnership
- Service Delivery
- Financial Effectiveness
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 E-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 Field Employee
- Distinguished New Employee
- Distinguished Administrative/Financial Employee
- Distinguished Technical/Engineering Employee
- Distinguished Employee in Leadership Positions
- Distinguished Government Employee
- Distinguished Female Employee
DGEP Reward and Recognition Categories/Cont’d

Special Recognition Categories

Unknown Soldier

Partners for Development Category

27 Category
DGEP Excellence Model and Main Criteria

Results

- Key Performance Results 15%
  - People Results 10%
  - Customer Results 15%
  - Society Results 10%
- Processes & Services 10%

Enablers

- Strategy 10%
  - Partnership, Social Commitment & Resources 10%
- People 10%
- Leadership 10%

Innovation Learning and Transparency
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.
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 …