

bokgabane

botoka le botoka – better and better

from the Royal Bafokeng Operations Room

September 2012

Issue 3 • Volume 9



IN THIS ISSUE:

Project Spotlight	02
Programme Manager of the Month	04
Project Management Corner	05
www.rbnoperationsroom.com	06
Bokgabane Quiz	06

PROJECT SPOTLIGHT

FEATURED PROJECT

Roll out of School Feeding Scheme to five schools in July

Project manager: Penelope Gugu Sepeng

The Royal Bafokeng Institute's (RBI) School Feeding Scheme (SFS) programme feeds learners in various RBN schools. This is done to provide children with sufficient energy in order to enhance concentration and attentiveness in class and to keep learners healthy. The main objective is that no child from the Royal Bafokeng Nation should go to school hungry. The RBI SFS operates in conjunction with the National School Nutrition Programme (NSNP) and works in association with local government NSNP officials.



By January 2012 the RBI SFS was feeding 16 500 learners in thirty RBN schools and five Early Childhood Development (ECD) centres. The meals are nutritionally balanced and contain the necessary vitamins and minerals to keep learners healthy and strong. RBI has appointed 50 food handlers from the surrounding communities in addition to those who were already appointed by the government schools. Added benefits of the programme include the economic opportunities created through the provision of fresh vegetables, fruits and transport.

The SFS always intended to increase its impact on the community by increasing the number of benefiting schools. In July 2012 the third phase of this plan was realised, as five more schools were added to the feeding scheme. The 'Roll out of School Feeding Scheme to 5 identified RBN Schools' project started in February and was completed on 15 July 2012. The scope of the project included preparing the facilities for the feeding of the children and preparation of food in all five schools by converting dedicated rooms into school kitchens, procuring utensils and food, training food handlers, and developing menus.

Through the efforts of this project and the SFS programme, an additional 2 542 learners are fed two meals and a fruit every day. The newly benefiting schools are Saron Primary in Phokeng, Bonwakgogo in Chaneng, St Michel in Kanana, Tsitsing primary in Tsitsing and Tlhage Primary in Thekwane. Other beneficiaries include local labourers who assisted with the installation of equipment and local SMMEs who supplied the necessary material for the execution of the project.

The RBI SFS is now providing food to 19 042 learners in 35 schools and five ECD centres thanks, in part, to this roll out project. Another roll out project is planned to commence in October of this year to include another eight schools and five ECDs to the RBI SFS's scope of work. The three remaining RBN ECDs will be included in the final roll out phase in 2013. RBI aims to ensure that all RBN schools are covered in the SFS programme as one of several interventions aimed at addressing nutritional and health concerns identified under children of school-going age. In addition, this service could motivate parents to enrol their children in schools and to see to it that they attend regularly.

FEATURED PROJECT

Customer Satisfaction Survey and Citizen Report Card

Project manager: Ogodiseng Letlape

In September the Research and Knowledge Management Department will commence a survey with a sample of 700 people living in the Royal Bafokeng Nation across all five regions. This in-depth survey will cover basic demographic data but focus on two issues in particular, firstly, Morafe's perceptions and expectations of the various "municipal" services provided to them by the RBA and the Rustenburg Local Municipality (RLM), and secondly, a poverty index and poverty mapping exercise.



The objective of the survey is to assess the perceptions and expectations of the community regarding the services provided to them by the RBA and the RLM as well as develop an index which will assess the standard of living in the RBN, with a particular focus on deprivations of basic human needs.

The perception aspect of the survey will also measure the level of satisfaction for services provided by the RBN, wherein community members will be asked to provide their assessment of the various municipal services, such as their main source of water and the quality thereof, refuse disposal, sanitation and roads, among other aspects. Importantly, we will also test people's willingness to pay for various municipal services.



The poverty indicators drawn from this survey will enhance the RBA's understanding of the major deprivations which community members face daily. The poverty indicators will allow us to measure the standard of living and thus the quality of life; this will hopefully allow the RBA to implement the appropriate interventions in the community, providing members of Morafe with better services.

This project will be beneficial to various stakeholders in the Royal Bafokeng Nation, in my opinion, particular benefit will be given to the decision makers who will be better equipped to implement their projects and programmes.

PROGRAMME MANAGER OF THE MONTH: Paul Coetzee

- **What is your key role at Protective Services?**

- *To ensure that any risk to the well-being of the RBN – be it of a criminal or social nature – be timely determined, analysed and distributed to RBN decision makers. It is imperative that the nature of the risk is not only elaborated upon, but also that the possible consequences it might have on the well-being of Morafe be considered. Timely risk determination should enable decision makers to act and manage any risk in a pre-emptive manner; either away from the risk or eliminating the risk. This activity includes the collection and maintenance of a comprehensive and accurate crime database – to enable the Protective Services institution to fight crime in a pre-emptive manner.*



- **How long have you been with the organization?**

- *An interesting and stimulating eight years.*

- **Briefly tell us about Protective Services and its importance in the Royal Bafokeng Nation.**

- *This institution is to fight crime and criminals in and amongst the RBN. Morafe – as a collective entity and as individuals – need to feel safe and secure. Relative individual safety and security are not negotiable for any Mofokeng [or anybody else for that matter] who want to excel in life and reach the goal of self-actualization. Individual and collective safety and security are as important as food, a roof over my head and the compassion of loved ones. Protective Services is focussed on exactly this ... to provide safety and security to Morafe, its assets and its resources.*

- **How many projects/programmes have you managed and how many are you working on currently?**

- *I am managing the “Risk determination and Management programme” consisting of five sub topics involving the monthly compilation, dissemination and update of risks to the RBN and the RBN crime profile.*

- **Please tell the readers more about your programme and how it impacts the lives of Morafe.**

- *The programme is unique in the sense that it provides a monthly mirror reflection on official Risk and Research Section responses to issues which impacted on the well-being of Morafe. It includes any developments, hotly debated issues and activities during the month of reporting, which threatened to disrupt the cohesion and well-being of the RBN. We must consider, among others, whether the Risk and Research Section noticed and determined relevant negative developments in time. Also, was official decision makers informed in a pre-emptive manner? Was pre-emptive effective management by decision makers executed as a result of been timely informed or was it a matter of “damage control” as a result of not being informed at all? These are typical questions.*

-

- **What are some of the challenges you have experienced as a project/programme manager?**
 - *The programme serves as an indication and reflection to my colleagues and me if our greatest nightmare (when a negative development regarding the RBN is observed ... without being determined in time!) has materialised. Secondly, I initially (and still to an extent) struggled with the computerised completion of my monthly programme, yet, thanks to the ever-so-patient and friendly OPMO staff (particularly Rorisang Mathuloe) I have managed (to this date, at least) to complete the programme every month.*
- **Has the OPMO's MPS (Manage-by-Projects/Programmes System) helped you in managing your projects/programmes and if so, how?**
 - *Yes, indeed – without the MPS system my programme management would have been much less structured, clear and manageable. The friendly OPMO staff and their state of the art technology indeed became my compatriots and comrades!*
- **Do you have any words of encouragement or advice to other project managers?**
 - *Complete your programme/s every month in a meticulous and accurate manner ... like homework – it will become more and more familiar and easier for you and will become an indispensable part of your monthly official activities. Remember it reflects your productivity, meaning and your impact on your employer... providing inner satisfaction and self-worth to you as an employee!*

PROJECT MANAGEMENT CORNER:

What is a “Strategy Map”?

It is a graphic that shows how an organisation creates value. It demonstrates the cause-effect relationships among the objectives that make up the organisation's strategy. A Strategy Map helps create balance among objectives, performance measures (KPA's and KPI's) and initiatives across the perspective.

The RBN's Strategy Map will be available on rbnoperationsroom.com over the coming months. This map will allow all to see the RBN's performance in the achievement of its strategic targets and objectives. In addition, project and programme managers will be able to see how their individual projects and/or programmes contribute to the group's overall performance.

www.rbnoperationsroom.com

Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
August 2012	2047 visits from 45 countries (1791 – SA; 33 – US; 18 – India) 836 unique visits	32.44%	00:04:51	2.90
July 2012	1614 visits from 47 countries (1289 – SA; 29 – US; 20 – India) 732 unique visits	36.49%	00:03:51	2.72
June 2012	1667 visits from 50 countries (1399 – SA; 50 – US; 20 – Germany) 819 unique visits	39.47%	00:04:32	3.12

Bokgabane Quiz:

Have a go at the Bokgabane Quiz! Three winners will be randomly selected from the correct responses.

1. The RBI SFS currently provides food to 19 042 children. How many schools and ECDs are included?
2. How many people will be sampled in the Customer Satisfaction Survey?
3. What is the name of the programme that Paul is managing?
4. How many visitors did we have on the site in August?

Last month's winners: Please come to collect your prizes from the OPMO.

Congratulations to:

1. Punny Tau
2. Niclaas Boikanyo
3. Lekgetho Matlhaga

BOKGABANE:

Publication of the RBN OPMO

EDITOR

Dr Elmie Castleman

PRODUCTION COORDINATOR & PUBLISHER

Jean Slabbert

FLOATING PRODUCTION MANAGER

Nkagiseng Tuge

SUB-EDITOR

Martin Bekker

PHOTOGRAPHER

Patricia Mosito

THIS MONTH'S CORRESPONDENTS

Paul Coetzee, Penelope Gugu Sepeng and Ogodiseng Letlape

**Please send your answers, queries and/or comments on Bokgabane to the OPMO
at pmo@bafokeng.com**