

bokgabane

botoka le botoka – better and better

From the Royal Bafokeng Operations Room

February 2014

Issue 5 • Volume 2



IN THIS ISSUE:

Project spotlight	2
Project manager of the month	4
Project management corner	5
www.rbnoperationsroom.com	5
Bokgabane Quiz	6

PROJECT SPOTLIGHT

FEATURED PROJECTS

2013 At A Glance

It is said that a milestone is a time to reflect on what is done; achievements, successes and even failures, and also to look at what lies ahead; opportunities, events and goals.

As the RBN steps into a new year, it is important for the organisation to reflect on the successes of 2013 and to look ahead at what can be expected in 2014.



For the RBN, 2013 was characterised by continued implementation of new systems and improvement of existing ones across all departments and institutions. Moreover, a comparison of group expenditure versus the value of the benefits realised from projects and programmes between 2012 and 2013, indicate an improvement in overall efficiency in the RBN. Put differently, more benefits were realised for every one rand spent.

In 2013, the RBN Ops System was utilised to monitor 96 active programmes and a total of 137 projects. As at the first of January 2014, 89 of these projects were completed, 25 were still active and the remainder were either on hold or had not officially started on the system.

The Health and Social Development Services immunised a total of 21,641 children, the emergency medical rescue service responded to 5,519 calls and the seven RBN clinic combined with the mobile clinic and the Civic Centre clinic tended to a total of 242,949 patients. 62,785 food plates were provided to orphans and aged individuals and 312 persons with disabilities were provided with assistive devices.

Royal Bafokeng Enterprise development contributed to local SMMEs receiving a total procurement spent of R408.3mil from local mines and the total value of new contracts from the mines to local SMMEs totalled R80.4mil. This department developed the new RBED Business Portal system, which is currently monitoring the progress of 493 SMME's. In addition, RBED created 39 employment opportunities for local individuals.

The Infrastructure Company commissioned 14 projects in past year. These projects collectively created 331 part-time employment opportunities for local labourers and employed 38 local SMMEs to a total contract value of R5.1mi.

The Protective Services department's Reaction Force responded to 7,570 crime incidents, made 782 arrests and completed 552 cases as identified by the under the criminal procedures act.

The achievements mentioned here are but a fraction of the total benefits of projects and programmes executed through the various RBN institutions and departments. For more details of these and other projects, visit www.rbnoperationsroom.com.

With the RBN SDBIP planning process for 2014 having been completed, we expectantly await to see the benefits achieved in 2014.

PROJECT SPOTLIGHT

COMPLETED PROJECT

2013 RBN Construction of Roads Projects

Project manager: Lucain Paulik

According to the Daily Mail, socio-economic development and subsequent economic growth of any nation is strongly linked to its transport infrastructure. South Africa has the largest road network of any country in Africa with a total of 747 000km tarred and paved roads. The Department of Transport continues to integrate and improve the road network by ensuring that it is well developed, well maintained and safe.



The Royal Bafokeng shares this vision and wishes to afford Morafe well built and maintained roads in order to give them access to travel and commute with ease. In addition, it is hoped that construction of roads will act as a catalyst for development, create opportunities for employment, develop small and medium enterprises, and, in so doing, contribute to alleviating poverty in the area.

In 2013, the RBN Infrastructure Company contracted three roads projects. The first project was the Upgrading and construction of the new roads in Raffredy; the second was Construction of tarred roads and storm water channels at Tlapa villages 2013; and the third, the Construction of paved roads and storm water channels in Luka and Gamogajane villages 2013.

The upgrade and construction of new roads in Raffredy project took 90 days to complete with 0.969km of paved road constructed in that period; the project completed in March 2013. The service provider contracted for the work was SMV Civil Engineers who employed 27 local Bafokeng labourers and sub-contracted 4 local SMMEs. The issues this project faced were project running behind schedule with 55 day and with a budget variance of -6.763%. The progress was hampered by the supply of paving bricks.

The 1.509 km of tarred road in Tlapa village concluded on 13 December 2013. The Tlapa road construction is running behind schedule with three weeks as the Contractor did not have enough material. An extension of time has been granted in order for the contractor to acquire the material needed. 30 local Bafokeng were employed for construction of each road and one local SMME was sub-contracted.

The construction of 1.202 km of paved roads in Luka and Gamogajane village

The roll out of the above mentioned projects and the future road construction projects is in line with the Plan 2035 aimed at enabling the RBN to become a self-sufficient community and participants in the regional and national economy.

➤ PROJECT MANAGER OF THE MONTH: Louisa Nosilela

- **Tell us about yourself; your background and your role in Royal Bafokeng Health and Social Development Services.**
 - *My name is Sejo Nosilela, I come from Potchefstroom and worked at Witrand Psychiatric Hospital as an Operational Manager; managing a male psychiatric and substance abuse unit. I joined RB HSDS as a mental health coordinator in 2012.*
- **What are some of the challenges you encounter as a project Manager?**
 - *Most families of patients are not very involved in the care of recovered mental health care users. They reject them because they are afraid for their own safety. This prevents them from taking responsibility for these patients. This results in a cycle of repeated hospitalisation and discharge of patients within a short space of time. In terms of resources, lack of financial resources is one of the biggest challenges. But the major issue is social stigma and discrimination which affects family relations and patients end up being on the street, being abused or they become a danger to the society.*
- **What are your views about the RBN Ops System? Is it useful in managing your projects and programmes**
 - *I find the system to be useful if it is correctly implemented. As a measuring tool it has to motivate us and give us an opportunity for self-development and to address our identified gaps in our own area of expertise in order to benefit the nation through better service delivery.*
- **How are the projects and programmes you are managing benefiting the Royal Bafokeng Nation?**
 - *My projects and programmes are aimed at promoting mental health within the community by creating awareness about mental health. My role is to focus on prevention, treatment and rehabilitation of mental health care users and to support families, custodians, and health care professionals who care for mental health care users. There is a need to improve the management of mental health care users to help them regain their maximum functional abilities as much as possible not to disable them because mental illness is not a disabling illness it needs good treatment compliance and good support systems or structures. I also do mental health coordination between community, local clinics and the hospitals to maintain continuity of care. I also attend the mental health multidisciplinary team meetings at Job Shimankane Tabane hospital bi weekly meetings to strengthen family ties between the admitted mental health care users and their families to be actively involved in the care and treatment of their member while still in hospital. Do home visits to monitor patients who are defaulting treatment and trace them back to the clinic.*
- **What advice can you give to other project managers regarding managing projects and programmes?**
 - *Firstly, I can say I had no clue about the whole system initially and felt a little confused. But after I started working on the system I came to realise that it is just a system that guides us in our day to day duties. Secondly, I'd say that you should know the expected benefits of the project and whether the recipients of those benefits actually need it or not before you commence. I suggest setting realistic goals within your means and adhere to the set timeframe; make a commitment that you are going to manage that project up until you reach the set objectives; and finally, work together with the OPMO team as closely as possible for support and guidance.*

PROJECT MANAGEMENT CORNER:

What is a “Milestone”?

A milestone is a significant event in a project that occurs at a point in time. A milestone schedule uses deliverables as a platform to identify major segments of work and an end date. Milestones should be natural, important control points in the project and should be easy for everyone to recognize.

Project Management, the Managerial Process, Gray & Larson

 www.rbnoperationsroom.com

Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
January 2014	2341 visits from 44 countries (1572 – SA; 278 – Kenya; 116 – US) 1448 unique visitors	55.02%	00:02:57	2.25
December 2013	1341 visits from 44 countries (819 – SA; 104 – US; 26 – India) 889 unique visitors	57.27%	00:02:36	2.12
November 2013	1998 visits from 68 countries (1322 – SA; 129 – US; 31 – Japan) 1242 unique visitors	53.65%	00:03:13	2.30

BokgabaneQuiz:

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

1. How many projects were completed on the RBN OPS System in 2013?
2. How many construction of roads projects were conducted in 2013?
3. How many unique visitors did www.rbnoperationsroom.com have in January 2014?

BOKGABANE:

Publication of the RBN OPMO

**PRODUCTION COORDINATOR, EDITOR
& PUBLISHER**

Jean Slabbert

FLOATING PRODUCTION MANAGER

Moses Maithufi

Journalists

Rorisang Mathuloe, Lebogang Kgongwana and Ororiseng Mapeka

SUB-EDITOR

Andrea Jordaan

PHOTOGRAPHER

Patricia Mosito

THIS MONTH'S CORRESPONDENTS

Lucain Paulik and Louisa Nosilela

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