

bokgabane

botoka le botoka – better and better

from the Royal Bafokeng Operations Room

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PROJECT SPOTLIGHT

FEATURED PROJECT

RBN Restructuring 2011

Project manager: Keorapetse Tumagole

The vision of the Royal Bafokeng Nation is to become a self-sufficient, forward thinking, traditional community that participates in the local, regional and national economy of South Africa, and beyond. In order to achieve this goal, the RBN needs to develop and put in place systems, processes and procedures that will increase the efficiency and effectiveness of the organization at large—one project, aimed at doing just that, is the RBN restructuring project.

The project manager, Rre Keorapetse Tumagole, needed to make several assumptions regarding our current planning processes; assumptions that need to be tested. According to him, our current planning processes are not sufficient to ensure cross-functional planning integration at a strategic and operational level. Furthermore the current institutional model does not adequately support the complex operating environment of the RBN organization.

The RBN restructuring project aims to improve organizational efficiency, planning integration, service delivery and to create ways in which the cost of doing business can be reduced. The scope of the project includes; institutionalizing RBN group structures, registration and establishment of new identified entities, realignment of the budget process to register and establish to new institutional alignment, HR information systems, assessment of ICT system strategy and optimization of the existing automated environment.

The project is well ahead of schedule and running smoothly. Some of the milestones that have been completed thus far include; collection of business data, presentations to employees, definition of RBN methodology, corporate governance and the business planning process.



so, improve service delivery to *Morafe*.

Of course, a pioneering project such as this one is bound to have a few associated risks. Identified risks include internal interdependencies, responsiveness, lack of stakeholder buy-in and poor communication. Mitigation plans have been implemented, but continuous monitoring and careful consideration will be made as the project progresses.

If implemented successfully, the project aims to enable the organization to deliver faster service at a lower cost to the organization and

COMPLETEPROJECT

NGO Exhibition

Project manager: Mamakie Mothiba

In an effort to build a healthy and self sustainable community, the Health and Social Development Services department has implemented a number of programmes aimed at improving the lives of community members. The programmes are not only aimed at tackling issues related to health, they also offer support to developing NGOs in the Royal Bafokeng Nation.

One such programme is the NGO mobilization programme, which was initiated to capacitate, mentor and coach NGOs; as well as to refer them to relevant stakeholders. The overall objective of this programme is to ensure sustainability of NGOs in the Royal Bafokeng Nation. The performance areas of the programme are to facilitate training sessions in different areas of business to NGOs, link NGOs with possible funders and to co-ordinate their participation in local and provincial exhibitions.

The NGO exhibition project was developed to mobilize participation of local NGOs in the Rustenburg show exhibition. The project would give NGOs the opportunity to showcase their handmade products and expose them to new markets. The NGOs will not only enjoy the benefits of an increased market audience, this initiative will also increase and boost the confidence and morale of the members.



Fifteen NGOs were selected from the RBA health and Social Development Services department's NGO data base. The groups were assessed to ensure that the quality of their products were of the required standard. Thirty individuals from these NGOs received training on product market viability (?), product development, costing and customer care in preparation for the big event. Thereafter it was time for the hard work and fun to really kick in—Tables and chairs had to be procured for the exhibition; the NGOs, with the help of the project manager, had to come up with creative, interesting and captivating ways of

presenting their products in their stalls.

The project milestones were completed in time and with only minor hiccups along the way. Specifically, one of the NGOs pulled out at the last minute due to unforeseen circumstances. However this did not affect the spirit and determination of the other NGOs, who were determined to win a gold medal for their exhibitions—which they eventually did.

This was a great improvement from their previous wins, the 2009 group of exhibitors won a bronze medal and the 2010 group won a silver medal. This is an indication that there is growth within the programme and the project planning stage has definitely improved immensely. 'Botaka le botoka' we are certainly growing better and better as an organization.

PROJECT MANAGER OF THE MONTH: Mosadigape Makgale

- **When did you join Royal Bafokeng Administration?**
 - Dec 2008
- **What is your key role in Health and Social Development Services (HSDS)?**
 - General Office Administration and M&E
- **What is the characteristic that sets you apart from other administrators in the organisation?**
 - Eagerness to learn, strive for excellence, innovative & strong ethics.
- **What was your initial reaction when the PMO office first introduced the events calendar?**
 - I was worried for IT dept, I thought to myself - where will they store all this information? But then I realised later that the calendar was actually going to display our work and sell us to our customers and besides, people must know what we are doing, because we are working for the community.
- **You're in charge of managing the events calendar in your department, what value do you think this adds to your department?**
 - As a department we are now in a position to say 'Yes, we are doing enough', or 'we are not doing anything at all', in all spheres of our work. We are able to see if we are putting much effort on particular programs, and we are able to balance our efforts to spread them accordingly.
- **Do you have systems and processes in place to assist you in managing the events calendar?**
 - I adopted the PMO's system – and it is working wonders – thanks you to you for making my life easy!
- **How often do you log on to the system to view the events calendar?**
 - Because events happen every day, I log on once a month to see what is in store for the rest of the month, and double check with my colleagues if there have been any change of plans or not.
- **How do you handle the stress and pressure of submitting documents and updates on time?**
 - People are very busy and you have to keep on asking them to submit. I think patience makes my life stress free. I keep on reminding them to submit, and remind them that if they do not submit it reflects badly on the entire department's side.
- **What challenges have you experienced in terms of compliance or co-operation from other staff members?**
 - Sometimes people feel that they have to answer directly to their immediate superiors only, and therefore feel that if you request them to submit to you, you are taking place of their superiors. It is a challenge because one ends up not meeting targets which I interpret as not fulfilling one's obligations.



The events calendar is a consolidate calendar that encompasses events, meetings, training sessions, etc of all the RBN entities.

- What advice you would you like to give to other administrators in terms of time management and managing the events calendar?
 - For time management, choose the most important tasks that will get you closer to your goal. Managing the events calendar must part of your routine – set time for updating it and let this be one of your most important tasks.

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Web traffic on the Operations Room website:

Month	Site visits	% New visits	Average time on site	Average pages per visit
July 2011	2972 visits from 35 countries (2709 – SA; 37 – US; 35 – UK) 888 unique visits	31.27%	00:03:54	3.10
June 2011	1833 visits from 47 countries (1621 – SA; 35 – UK; 27 – US) 688 unique visits	29.35%	00:04:08	3.33
May 2011	1767 visits from 44 countries (1609 – SA; 25 – UK; 23 – US) 725 unique visits	31.47%	00:04:45	3.69

PROJECT MANAGEMENT CORNER:

Work Breakdown Structure

A work breakdown structure (WBS) in project management and systems engineering, is a tool used to define and group a project's discrete work elements (or tasks) in a way that helps organize and define the total work scope of the project.

The PMO proudly launched the automated WBS's addition to the www.rbnoperationsroom.com website at the end of June. It is hoped that this feature will assist project managers to improve overall management of their projects, decrease time spent on- and increase quality of project reporting and serve as a communication tool between project managers and their managers.

"Running a project without a WBS is like going to a strange land without a roadmap." (J. Phillips)

Bokgabane Quiz:

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

1. How many NGO members received training on product market, product development, costing and customer care?
2. How many potential risks were identified in the restructuring project?
3. Which medal did the NGOs receive for their presentations at the Rustenburg show grounds?

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

Congratulations to:

1. Refilwe Khunou
2. Ogodiseng Letlape
3. Damaría Masilo

BOKGABANE:

Publication of the RBN PMO

EDITOR

Dr Elmie Castleman

PRODUCTION COORDINATOR & PUBLISHER

Jean Slabbert

FLOATING PRODUCTION MANAGER

Rorisang Mathuloe

SUB-EDITOR

Martin Bekker

PHOTOGRAPHER

Theron Rapoo

MONTHLY CORRESPONDENTS

Mosadigape Makgale, Mamakie Mothiba & Keorapetse Tumagole

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