



**BOTSWANA
NATIONAL
PRODUCTIVITY
CENTRE**

PROFILE



Francistown Information & Research Services Productivity & Quality Awareness Enterprise Support Public Service Programme Marketing

Together, we transform Botswana



www.bnpc.bw





Who Are We?

The Botswana National Productivity Centre (BNPC/The Centre) was established on 7 January 1993 to spearhead the Botswana national productivity movement. It became a parastatal organisation on 29 December 1993 with the passing of the Botswana National Productivity Centre Act.

The Objectives of the Centre

- Stimulate and generate productivity consciousness in Botswana;
- Promote increased productivity in all sectors of the economy;
- Improve and develop standards of business management in all aspects and at all levels;
- Promote and foster good labour-management relations generally and especially in the implementation of productivity schemes and programmes;
- Promote and develop the concept of employer responsibility for the welfare of employees;
- Promote and develop labour-management joint consultation schemes, worker participation, and labour-management cooperation;
- Establish links between the Centre and other productivity institutions both in Africa and elsewhere;
- Introduce suitable management practices and techniques; to assist organisations in identifying areas where there is a deficiency in skills or where performance can be improved, and thereafter give advice on how to deal with these;
- Foster equitable sharing of productivity gains among management, workers and consumers; and
- Do such other things or acts as may appear necessary for, or incidental to the discharge of its functions under this Act

Successes to Date

- ✓ BNPC has been ISO 9001:2008 Accredited and has remained in good standing since 2009.
- ✓ BNPC Quality Management Systems clients continue to attain and maintain ISO 9001:2008 Accreditation
- ✓ Alongside its partners, BNPC successfully transformed production methods of selected SMEs in the tourism, manufacturing, transport, meat production and meat packaging, chemicals and brick moulding industries. Companies improved their bottom-line and reduced waste.
- ✓ BNPC continues to partner with the World Economic Forum (WEF) under which partnership the Research and Measurement Unit manages the annual data collection known as the Executive Opinion Survey (EOS). The annual EOS makes it possible for Botswana's indicators to be included in the Global Competitiveness reports.
- ✓ As a partner to the Service Quality Institute, BNPC has transformed service in selected firms in the financial sector, particularly in insurance and development finance
- ✓ Through BNPC interventions, in partnership with its key partners, Productivity Awareness in Botswana has increased from 17 percent in 1997, to 89 percent in 2007.

- ✓ Implementation of Performance Management Systems (PMS) in both central and local government
- ✓ Institutional Accreditation with Botswana Training Authority (BOTA)
- ✓ 22 BOTA Accredited Programmes. All BNPC Consultants are in good standing with BOTA.
- ✓ Clients from both the Public and the Private Sectors
- ✓ Well Trained and Experienced Team of Consultants

Competencies

Productivity and Quality Tools

- Consulting, Training and Facilitation
- Labour-Management Relationship Building
- Staff Engagement Schemes: e.g. Suggestion Schemes
- Quality Improvement Schemes :e.g. Quality Circles (PDCA/PDSA), WITs
- Problem Analysis: e.g. Root Cause Analysis, Brainstorming, Oshikawa/ Fish Bones, Pareto, Step-wise Voting
- Green Productivity
- Waste Management (7W)
- Value Added Productivity Measurement (VAPM)
- Benchmarking and Best Practices
- Kaizen/ Continuous Improvement Process; 5S
- Lean Management
- Just-In-Time (JIT) Production/ Operation Systems
- Structured On-the-Job-Training (OJT)
- Total Productive Maintenance (TPM)
- Integrated Management Systems
- Developing Service Cultures
- Service Quality Measurement

Other Competencies

- Six Sigma Green Belt
- Quality Management Systems (leading to ISO 9001:2008 accreditation)
- Lead Auditor for auditing Quality Management Systems
- Business Process Re-engineering
- Crosby's Quality Improvement
- Internal Auditor; in Environmental Management System
- Health and Safety (NOSA)
- Project Management (PRINCE 2 Practitioners)
- Assessment Services – EFQM, SADC, SME's
- Productivity Research
- Specialised Productivity Related Research:- Staff Satisfaction, Customer Satisfaction, Productivity Baseline Studies, Absentism Studies
- Executive, Leadership and Transition Coaching
- Supervisory Development
- Strategic Management using the Balanced Score Card (BSC) Approach
- Team Building
- Performance Management Systems

Vision: To be the lead catalyst in the transformation of Botswana into a Prosperous, Productive and Innovative nation.

Mission: To empower stakeholders in the use of productivity and quality best practices for personal and collective success.



BNPC CORE PROGRAMMES

The Centre has six operations Programmes (departments) each headed by a manager. The Programmes are Productivity and Quality Awareness, Enterprise Support, Public Service, Information and Research Services, Marketing and the Francistown Regional Office. The programme managers report to the General Manager Operations. Below are briefs on what each Programmes/ Department does to advance the mandate of the Centre.

■ Productivity & Quality Awareness Programme

The Programme is the productivity advocacy or productivity awareness creation arm of the Botswana National Productivity Centre (BNPC). The specific mandate of the Programme is to promote adoption of productivity and quality best practices in Botswana and advocate for the improvement of the quality of the workforce to enhance the country's global competitiveness. Through Productivity advocacy and other campaigns, Botswana's Productivity Awareness has risen from 17 percent in 1997 to 89 percent in 2007. The Programme's current focus is on promoting productive labour management relations and improving the work ethic of the national workforce.

■ Enterprise Support Programme

The Enterprise Support Programme (ESP) empowers Botswana's private sector enterprises, including Small, Micro and Medium Enterprises (SMMEs), to achieve sustainable world-class performance through the application of productivity and quality best practices. The Programme offers consulting and training services in fields that range from Supervisory Development to Quality Management Systems. In order to augment its delivery capacity the Programme has established partnerships with some of the best productivity institutions in the world, such as Service Quality Institute (USA) and Service Quality (SQ) Centre (Singapore). The Programme has recently completed a major service providers training project commissioned and sponsored by the Department of Tourism in the Ministry of Environment, Wildlife and Tourism.

The current focus of ESP is to develop and implement a National Service Framework (NASEF). The Framework will culminate in definition of a unique national service experience for Botswana. Ultimately the NASEF will guide service improvement on a national level. ESP is also developing a National Customer Satisfaction Index which also contributes to national efforts to improve the level of service in Botswana.

■ Public Service Programme

The Public Service Programme (PSP) facilitates the creation of a culture of high performance through tailor-made interventions. Its mandate is to assist Public institutions develop and implement their strategies, focusing on strategy management using the Balanced Scorecard methodology. The Programme also ensures that the human resources that manage the strategies work as coherent teams, through its Team Building intervention. One of its successful projects to date is the 2007 rollout of the Performance Management Systems (PMS) in all Local Authority institutions.

■ Information & Research Services

The Information and Research Services (IRS) department's core mandate is to provide up-to-date productivity information to facilitate informed decision making. The department delivers its mandate through its three (3) units: Research and Measurement, Resource Centre and, Publications and Editorials by:

- a) Providing up-to-date statistics, including information on productivity levels, trends and patterns both in Botswana and elsewhere
- b) Continually challenging and, where necessary, influencing the realignment of programmes and focus areas to the BNPC vision with the benefit of good reliable data
- c) Encouraging institutions to make appropriate productivity related research efforts;
- d) Disseminating information in the form of sector statistics and publications
- e) Managing a full-fledged Resource Centre, with a comprehensive collection of books, journals and multimedia for use by both BNPC staff and customers.

IRS is currently partnering with WEF in the annual Executive Opinion Survey which is a critical contributor of the Global Competitiveness Report. Additionally the Programme is monitoring Botswana's performance in various competitiveness Indices, leading national competitiveness improvement efforts and disseminating competitiveness related information. Bi-annually, the programme publishes national productivity statistics which guide national productivity improvement and decision making.



BNPC was certified ISO 9001:2008
compliant by BVQI on 07 October 2009
Certificate Number: IND95109

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BOTSWANA TRAINING AUTHORITY



■ Francistown Regional Office

The Mandate of the Francistown Regional Office is to represent BNPC in the northern region of Botswana. Housed in the Bank of Botswana Building, the Office offers all BNPC products and services to individuals, communities and businesses located in the North. The key focus is currently on:

- a) Productivity Advocacy- raising levels of productivity consciousness of individuals and organisations.
- b) In-house and Public Training: Supervisory Development, Balanced Scorecard and Effective Customer Service. These are delivered jointly with the Head Office.
- c) Consultancies in the areas of: 5S and Kaizen, Work Improvement Teams (WITS); Work Measurement and the establishment and maintenance of District Productivity Improvement Forums (DPIFs). Consultancies are offered directly by the Francistown Staff.

As Mining and Tourism are the main economic activities in the northern region of Botswana, the Regionnal Office' focus is on those sectors.

■ Marketing Department

The Objective of the Marketing Department is to guide the Centre's strategic focus, improve the financial contribution of BNPC products/services and to market the Centre and to ensure customer focus. The department realises this objective through establishing customer needs, continuous development and renewal of relevant products and services, as well as conducting targeted marketing activities. The Department works closely with other programmes internally to ensure BNPC delivers seamless services to its clients.

The Marketing Department is also responsible for maintaining the Centre's good standing with BOTA as an accredited institution.

To this end, the Centre has accredited 22 programmes. BNPC Consultants delivering these programmes are equally accredited.

STRATEGIC PARTNERSHIPS

Local



Regional



International



Japan International Cooperation Agency



Marketing Manager

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