



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS TAGBILARAN CITY

Office of the Schools Division Superintendent

June 14, 2023

DIVISION MEMORANDUM

NO: 111 s. 2023

GOVERNMENT BEST PRACTICES RECOGNITION

TO: Chiefs, CID and SGOD
All Public Elementary and Secondary Principals
All Others Concerned

1. This Office hereby disseminates the invitation from Atty. Engelbert C. Caronan Jr. President and CEO of the Development Academy of the Philippines (DAP) which is self-explanatory.
2. Please see attached communication for more details.
3. Immediate and wide dissemination of this Memorandum is desired.

For the SDS:

WILFREDA D. BONGALOS PhD, CESO V
Schools Division Superintendent


FILOMENA C. TANGGAAN PhD
OIC-SGOD Chief

WDB/EQA/SGOD/fct



Address: Dampas District, Tagbilaran City, Bohol
Telephone Nos.: (038)427-1702; (038)427-2506; (038)422-8177; (038)427-6718; (038)544-2147
Email Address: tagbilarancity.division@deped.gov.ph



Office of the Secretary <osec@deped.gov.ph>

GBPR 2023 Invitation

1 message

GOVERNMENT BEST PRACTICES RECOGNITION <govbestpractices@dap.edu.ph>

Thu, May 18, 2023 at 10:38 AM

To: osec@deped.gov.ph

SECRETARY SARA Z. DUTERTE

Vice President
Department of Education
DepEd Complex, Meralco Ave
Pasig City

Dear **Vice President Duterte**:

Greetings from the Development Academy of the Philippines (DAP)!

We are pleased to invite your agency to join the **Government Best Practices Recognition Program (GBPR)**, a platform for public sector organizations to showcase outstanding and innovative best practices that achieved superior results comparable to identified benchmark indicators.

An initiative of the DAP - Productivity and Development Center, through the Government Quality Management Program, we believe that sharing your outstanding best practices will encourage other agencies to improve and deliver excellent services, and contribute to the improvement in the quality of public service delivery. To participate, we would highly appreciate receiving your Agency's application **on or before 30 July 2023** through this **link**: bit.ly/3mvf8tv.

A **GBPR Orientation will be held on 02 June 2023**. The link: bit.ly/3ob8rgL can be used for the registration.

Our project staff, Ms. Mary Ann I. Mayo, will coordinate with your office if your agency needs further assistance and clarification on the GBPR or she may be contacted through the email address govbestpractices@dap.edu.ph or contact number (+63) 9663898298.

DepEd_GBPR 2023 Letter of Invitation.pdf
1985K



development academy of the philippines

The National Productivity Organization

16 May 2023

SECRETARY SARA Z. DUTERTE

Vice President
Department of Education
DepEd Complex, Meralco Ave
Pasig City

Dear Vice President Duterte:

Greetings from the Development Academy of the Philippines (DAP)!

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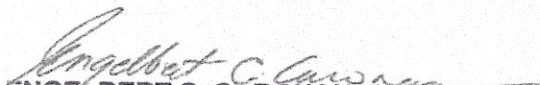
To participate, please **submit your application on or before 30 July 2023** through this link: bit.ly/3mvf8tv. Those interested to apply may attend the **GBPR Orientation on 02 June 2023**, and register through the link: bit.ly/3ob8rgl.

Selected GBPR recipients will also have the chance to be endorsed to participate in the International Best Practice Competition by the Centre for Organisational Excellence Research (COER) in Canada, the developers of the Best Practice Improvement Resource and the TRADE Best Practice Benchmarking methodology. Please refer to the attached program mechanics and general information for the details.

Should you need further assistance or clarification, please do not hesitate to contact Ms. Mary Ann I. Mayo through email address mayom@dap.edu.ph or contact number (02) 8631-2156.

Thank you very much for considering this invitation and we look forward to your participation in the GBPR.

Very truly yours,


ATTY. ENGELBERT C. CARONAN, JR., MNSA
President and CEO

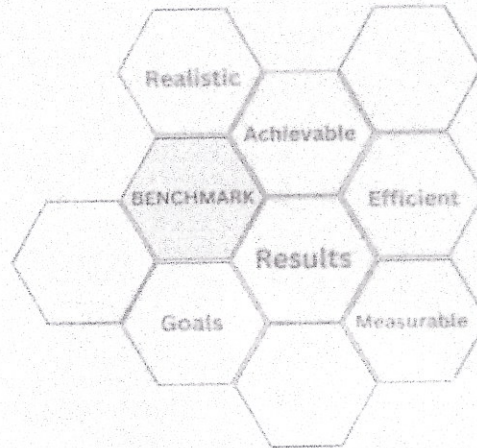


GOVERNMENT BEST PRACTICE RECOGNITION

Capture, Nurture, Share, Learn, Recognize

Unlock the Power of Benchmarkable Best Practices!

Join us and showcase your organization's achievements and be recognized for exemplary and outstanding practices.



GBPR 2023

CALL FOR ENTRIES



Open to all public sector organizations
Interested agencies may submit a maximum of three (3) entries



Deadline of submission
Deadline of submission is on July 30, 2023



Application form link:
Access the entry form through this link: <https://bit.ly/3mvf8tv> or scan the QR code



For inquiries:
For any questions or concerns, you may email us at govbestpractices@dap.edu.ph

Follow us on:



pdc.dap.edu.ph



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AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY

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DAP SA MINDANAO
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E-mail: academy@dap.edu.ph



GOVERNMENT BEST PRACTICE RECOGNITION

Capture, Nurture, Share, Learn, Recognize

Grab the chance to be recognized as a benchmark agency through the GBPR!

To know more about the GBPR and the application process, public sector organizations are welcome to attend and participate on June 2, 2023 for the GBPR Orientation.

GBPR 2023 ORIENTATION



Open to all public sector organizations

All public sector organizations are welcome to attend the GBPR Orientation



Date and time

June 2, 2023 | 2:00 p.m.



Registration form link:

Access the entry form through this link:
<http://bit.ly/3ob8rgL>



For inquiries:

For any questions or concerns, please email us at govbestpractices@dap.edu.ph



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GOVERNMENT BEST PRACTICE RECOGNITION

Capture, Nurture, Share, Learn, Recognize

Steadfast on its quest for continual improvement and commitment to public service excellence for the Filipinos.

The Government Best Practice Recognition (GBPR) is an initiative of the Development Academy of the Philippines - Productivity and Development Center (DAP-PDC), through the Government Quality Management Program (GQMP), to promote, showcase, and share knowledge on outstanding and innovative practices demonstrated by public sector organizations. Join in the journey towards a new and improved public service.

SHOWCASE YOUR ACHIEVEMENTS

Take pride in your organization's achievements, highlighting your innovations and advancements in public sector service delivery, efficiency, effectiveness, and customer service satisfaction



INSPIRE OTHERS

Sharing your best practices and success stories shall serve as a catalyst for change by inspiring and motivating other public sector agencies to strive for excellence.

BE RECOGNIZED AS A BENCHMARK AGENCY

Be recognized as a model agency, providing valuable data that would contribute to significant impacts, further driving improvements in performance and promoting best practices.



SHARE EXEMPLARY PRACTICES OF THE PHILIPPINE PUBLIC SECTOR TO THE WORLD!

As one of the recipients of the GBPR, represent the country in the INTERNATIONAL BEST PRACTICE COMPETITION (IBPC) and become a source of FILIPINO PRIDE

BE THE PEBBLE THAT STARTS THE RIPPLE EFFECT

Let your efforts be the start of a continuing motion of influence and change towards public service excellence for the Filipinos.



For inquiries, you may email govbestpractices@dap.edu.ph or contact Ms. Mary Ann I. Mayo at mobile number 09663898298.

AIM FOR EXCELLENCE | MAKE A DIFFERENCE IN PRODUCTIVITY AND QUALITY

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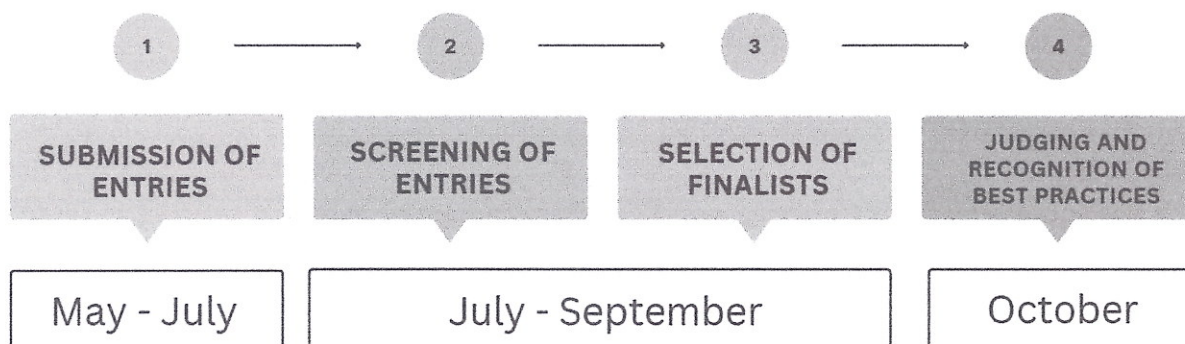
2023

**GOVERNMENT
BEST PRACTICE
RECOGNITION
(GBPR)**

MECHANICS



GBPR MECHANICS



To determine the timeline, eligibility, and participation activities in the GBPR selection and recognition process, please refer to the mechanics below:

STEP 1. DOCUMENTATION OF BEST PRACTICE AND SUBMISSION OF ENTRIES

- 1.1. All public sector organizations (PSOs) can submit entries to the GBPR for free.
- 1.2. Each PSO can submit a maximum of three (3) entries. Please refer to the General Information and Guidelines for more details on the Eligibility and Entrant Qualifications.
- 1.3. Submission of entries is open from May to July the current year. The schedule can be extended until August-September, subject to the number of entries received. All changes in the schedule will be announced on the DAP website and DAP-PDC webpage.
- 1.4. Interested PSOs must submit an accurate, correct, and complete Online Entry Form on or before 5:00 PM on July 31 of the current year.
- 1.5. Interested PSOs may attend the orientation to ensure awareness of the necessary information.

STEP 2. SCREENING OF ENTRIES - INITIAL CHECKING AND REVIEWING

- 2.1. All received best practice entries are acknowledged upon submission of the Online Entry Form.
- 2.2. The entries are reviewed as to:
 - 2.2.1. *Adequacy* - completeness of required information to address all the criteria and comprehensibility of the write-up; and,

- 2.2.2. *Disqualification:*
 - 2.2.2.1. resubmission of the same or similar best practice previously recognized for a period of two (2) years;
 - 2.2.2.2. the data in the Online Entry Form remains incomplete and/or incomprehensive despite sending of review feedback, making judging impossible; and,
 - 2.2.2.3. data were found grossly and obviously falsified or misrepresented.
- 2.3. Review feedback is emailed to the participating PSOs to notify them of any inadequacy or disqualification, as applicable.
- 2.4. Corrections for inadequate entries are to be submitted by the participating PSOs on or before the published deadline of entries, otherwise this may result in the disqualification of inadequate entries.
- 2.5. All entries deemed adequate, including corrected entries, are to proceed to the screening process.

STEP 3. SELECTION OF FINALISTS

- 3.1. Reviewed GBPR entries are categorized prior to screening based on the following seven (7) focus areas, but this could be reduced or expanded depending on the number of applications: *Leadership/Governance ; Strategic/Operations Planning, Social and Environmental Responsibility; Citizen/Customer Focus; Process/Operations Management, Measurement, Analysis, and Knowledge Management; and Automation/Digital Transformation and New Technologies*
- 3.2. The duration of the regular screening of entries is from July - September 31, subject to extension depending on the number of entries received .
- 3.3. Entry forms are immediately assigned to the DAP in-house Screening Committee members. The Screening Committee is composed of no less than three (3) members per entry assigned.
- 3.4. Screening is conducted based on the following criteria: *Best Practice Performance Results (30%); Innovation (20%); Best Practice Evidence (20%); Level of deployment (10%); Replicability of Practice (10%); and Review/Next steps planned and Sustainability (10%).*
- 3.5. The Screening Committee utilizes an electronic scoresheet for the individual assessment, and if necessary, a group consensus to reach at least three (3) best practice finalists, per focus area or depending on the number of applicants.
- 3.6. All GBPR entries that will receive an average score of 4.25 and above will automatically qualify as a finalist. Entries with scores of 4 up to 4.249 are subjected to a consensus review of concerned judges to determine their eligibility to be part of the finalists.

- 3.7. The list of finalists from the screening is announced via email to the participating PSOs.
- 3.8. All the participating PSOs are provided with a certificate of participation.

STEP 4. JUDGING OF BEST PRACTICES

- 4.1. Finalist Organizations will attend a briefing session, the final judging, and the recognition ceremony.
- 4.2. Finalists are required to submit a video presentation at least 7 working days before the identified date of the judging for initial review by the DAP Project Team as to completeness of information and compliance with the guidelines. Please refer to the Guidelines on Video Presentation of the GBPR Finalists for more information.
- 4.3. The duration of the video is a minimum of five minutes and no more than seven minutes.
- 4.4. The videos should be comprehensive enough to serve as the basis for the selection of the GBPR recipients.
- 4.5. Also, all finalists shall submit a one-minute acceptance speech video that will be played, if chosen as a GBPR recipient.
- 4.6. The Panel of Judges with membership of not less than three (3) members, have ten (10) minutes to ask questions and clarifications based on the video presentation, prior to the final score deliberation.
- 4.7. All GBPR entries that will receive an average score of 4.25 and above will be recognized as GBPR Recipients for their respective categories.
- 4.8. The judges may be allowed to select GBPR Recipients with scores less than 4.25 based on the deliberation. However, the judges may not refuse the conferment of the recognition to the best practices with a 4.25 average score.
- 4.9. The decisions of the screening committee and panel of judges are final and cannot be contested.
- 4.10. All GBPR finalists are provided with a certificate of recognition.

STEP 5. RECOGNITION OF BEST PRACTICES

- 5.1. GBPR recipients are recognized during the GBPR ceremony, awarded a trophy, and provided a certificate of recognition.
- 5.2. A press release announcing the GBPR recipients will be published on the DAP Website and DAP-PDC webpage.
- 5.3. The best practices of all the GBPR Recipients will be captured and

shared in the Compendium of Initiatives in Promoting innovation and Productivity in Public Sector Organizations hosted on the COE-PSP webpage.

- 5.4. The list of GBPR Applicants and Recipients shall be updated to include that year's applicants and recipients after the recognition ceremony.
- 5.5. The GBPR recipients will be endorsed to the International Best Practice Competition, upon receipt of the IBPC Endorsement Request Form.

2023

**GOVERNMENT
BEST PRACTICE
RECOGNITION
(GBPR)**

**GENERAL
INFORMATION**



GOVERNMENT BEST PRACTICE RECOGNITION (GBPR)

GENERAL INFORMATION

The GBPR intends to promote, showcase, and share knowledge on outstanding and innovative practices demonstrated by public sector organizations (PSOs). It is an initiative of the Development Academy of the Philippines (DAP), implemented by the Productivity and Development Center (PDC) through the Government Quality Management Program (GQMP), that aligns with the government's focus on nation-building and economic development as provided in the Ambisyon Natin 2040, which states, "*Our peoples will enjoy long and healthy lives, are smart and innovative, and will live in a high-trust society.*"

Specifically, it aims to:

- encourage the sharing of knowledge about innovations that have been shown to be effective and useful in improving organizational productivity and performance in the public sector; and,
- increase public sector productivity awareness and access by disseminating best practice information/experiences.

Efforts of the public sector to serve and satisfy the needs of its citizens through innovation and continuous improvement of its services are constant and never-ending. These efforts or best practices serve to inspire other government agencies and increase citizens' trust in the government. The GBPR recognizes **Best Practices** as deployed, validated, replicated, and sustained organizational methods, tools, approaches, programs, products, services, and /or initiatives that are:

- **Outstanding** - achieves superior results arising from the implementation of an approach/practice(s) comparable with identified benchmark indicators; and
- **Innovative** - relevant change that is either new, original, or new to improve products, processes, or organizational effectiveness and create new value for stakeholders.

The GBPR philosophy emphasizes that capturing, nurturing, sharing, learning, and recognizing best practices are the cornerstones of quality improvement and the key to finding solutions for achieving success and improved customer satisfaction. Furthermore, as public sector organizations develop, mature, and scale up over time, these best practices, initially seen as minor successes, will eventually have a substantial influence, and affect how services are provided, thus creating the **Ripple Effect**.

The GBPR criteria are aligned with the Business Excellence framework, as well as the Philippine Quality Award and the Government Excellence Class.

All GBPR finalists can be endorsed to the prestigious International Best Practice Competition (IBPC) of New Zealand, a platform to present best practices internationally.

Annex A:

GOVERNMENT BEST PRACTICE RECOGNITION (GBPR)

GUIDELINES ON THE GBPR ONLINE ENTRY FORM

1. Authorization to Release Information

The submission of the GBPR Online Entry Form is an act of agreement and consent given to the DAP to process, disseminate and release the submitted information for any relevant purpose beneficial to the overall objectives of the GBPR program. It also authorizes the DAP to edit, repackage, and upload the information to the publicly accessible online repository of the Development Academy of the Philippines - Center of Excellence for Public Sector Productivity Knowledge Bank (<https://www.dap.edu.ph/coe-ppsp/knowledge-bank/>).

2. Certification of Accuracy of Data

The submission of the online entry form(s) certifies that all of the information provided are true, correct, and complete.

3. Access to the online form

The access to the online entry form will be announced through the DAP website and DAP-PDC webpage.

4. Norms in Documenting the Best Practice

- 4.1. Participating public sector organizations (PSOs) can submit entries that reflect their best practice that other organizations can learn from and implement.
- 4.2. Once submitted, the online entry form can be revised by the participating PSO upon notification to the GBPR coordinator.
- 4.3. Describe the best practice with a minimum of 100 words to a maximum of 500 words in each section, except for the general information section and if otherwise indicated, to include the following:
 - 4.3.1. **General information** - official title, focus area, start and end date, implementing organization.
 - 4.3.2. **Executive summary of the best practice** - purpose or objective of the best practice, key features that distinguish the best practice that make it innovative and outstanding compared

to other practices or initiatives, and contribution to the organization's mandate, mission, vision, goals, and objectives. The participating PSO should provide general information on their achievement of superior results arising from the implementation of an approach/practice(s) that is being submitted for possible recognition.

- 4.3.3. **Level of Deployment** - state the background of the problem, including the challenges and circumstances that compelled the organization to initiate the best practice. Relate the problem to the best practice that was the solution to the problem. Specify, if the best practice was designed and/or modified/improved/expanded practice/initiative. Clearly indicate if the best practice was adapted from another organization through benchmarking, and who were involved in the formulation of the best practice.

Confirm if the best practice was used throughout the whole organization or one part of the organization only. Identify the coverage of processes/offices/services, from the initial implementation and progression of the best practice up to the current year. Specify the number of implementers, the number of users, and, if applicable, the geographic scope of the best practice deployment.

Describe concisely the key steps conducted, the people involved in the implementation of the best practice, and how well it was understood and applied to show the extent to which the best practice had been rolled out or made available for use in the organization or system. Narrate the consistency of implementation and include instances that the best practice could not be implemented or discontinued.

- 4.3.4. **Innovation** - clarify how the best practice makes it new, original or if it represents a significant departure from previous practices within the organization. Explain if the innovation was adapted from another organization or if it was replicated from another office within the organization. Describe the extent of modification (making your best practice benchmarkable) if the best practice was already a common and widely used practice but only recently adopted by the agency or office. Indicate if the best practice was the first to be implemented in the public sector but may have already been in practice in the private sector, or if it was the first in the country or in other countries.

- 4.3.5. **Best Practice Performance Results** - present comparative before and after implementation statistical data results of the best practice (from baseline data to end or current date) highlighting improvements in key areas of the organization. Specifically, share available data that reflects non-financial benefits (e.g., increased motivation or client satisfaction, reduced staff turnover, greater productivity, fewer complaints, satisfied beneficiaries, attainment of Major Final Output targets,

alignment with OPIF, etc) and financial benefits if available, (e.g., PhP saved, % increase in revenue or savings, cost-effectiveness, budget utilization rate, budget disbursement rate) that have resulted from the implementation of the practice. Present a comparison of results achieved by other high-performing organizations (local or international) with similar product/service offerings or mandates.

- 4.3.6. **Best Practice Evidence** - identify all the relevant tangible and intangible proofs that validate the practice's "best practice" status: (1) benchmark standard or indicator based on own experience; (2) baseline and current data on customer feedback data, including suggestions for improvement, if any; (3) client satisfaction rating; (4) validated impact of the best practice based on testimonials from beneficiaries; (5) formal awards and citations bestowed by an external party; and (6) researches or studies done to validate the effectiveness of the best practice.
- 4.3.7. **Replicability of Practice** - include the scope of replicability, which can be presented through benchmarking, by up or down scalability within the organization, that met the different needs or contexts, making it adaptable and sustainable over time (e.g., regional office best practices adapted by several branch offices) or by a local or international organization (e.g., best practices of a public school was adapted by one or several public schools or institutionalized by the DepEd for all public schools). Present the availability of documented information to encourage adaption and the actual ability of the best practice to be reproduced or applied. Validated testimonials from beneficiaries can serve as supporting documents of successful replicability.
- 4.3.8. **Review of next steps and Sustainability** - indicate the ongoing efforts to ensure the sustainability of the best practice and that it is still meeting the needs of stakeholders, and delivering measurable benefits. The organization may specify if the following was done: a standardization for communication and awareness, a regular review and evaluation that ensured continuing relevance and effectiveness. Include improvement and leadership, and commitment to supporting and tracking progress over time, including replicability of the best practice internal or external to the organization.
- 4.4. Applicants should avoid focusing solely on an end product, service or new technology as a best practice. The GBPR is interested in best practices that other organizations can learn, adapt, and implement themselves. Although a product or service is an innovative or new technology, the focus is on submitting a best practice on the new product development process or innovation process that helped in developing an innovative end-product or service.
- 4.5. There is a tendency for most applications to submit major transformation programs such as "Digital Transformation", "Business Excellence Approach" or "Cultural Change" which may encompass

everything the organization does. If the focus is on a large change management program, ensure it is clearly defined and that the program can demonstrate that it was directly responsible for the change in performance.

- 4.6. Participating PSOs may break down larger initiatives into smaller best practices to make it easier to explain and identify the results. Avoid assuming that the larger the best practice is, in terms of scope and impact, it will be favored over the smaller best practices.
- 4.7. Screening of entries is strictly based on the completeness of data and supporting evidence submitted in the online entry form. New or only recently initiated best practices may pose a challenge and can be a basis for the inadequacy of information, particularly if the evidence of measurable results are limited, replicability is less likely to happen or to be given a third-party citation within a short amount of time.

5. GBPR Applicants and Recipients References

The lists of applicants, recipients, and compendium of best practices are rich sources of reference in submitting entries and are updated regularly after the recognition ceremony. These reference materials are available for viewing through the following links:

- 5.1. List of GBPR Applicants - <https://bit.ly/3oYGLw1>
- 5.2. List of GBPR Recipients - <https://bit.ly/3oYGLw1>
- 5.3. Compendium of GBPR Best Practices
<https://coe-ppsp.dap.edu.ph/knowledge-center/compendium-of-innovation-and-productivity-initiatives/>

GOVERNMENT BEST PRACTICE RECOGNITION (GBPR)

GUIDELINES ON THE ELIGIBILITY AND ENTRANT QUALIFICATIONS

1. All PSOs can submit entries, such as agencies from the following:
 - 1.1. Executive Branch, Constitutional Offices;
 - 1.2. National Government Agencies and its attached agencies and regional offices;
 - 1.3. Government-Owned and/or-Controlled Corporations;
 - 1.4. State Universities and Colleges;
 - 1.5. Legislative Branch;
 - 1.6. Judicial Branch;
 - 1.7. Local Government Units; and,
 - 1.8. Other PSOs such as schools, hospitals, multi-agency special task forces, and institutions with unique charters.

2. **Collective submission of entries** - PSOs can submit three (3) entries across constituents under the following conditions:
 - 2.1. Constituent units/divisions/departments/offices of an agency to its branches or attached agencies that share the same human resource department are collectively under one agency. *For example, the Pasig City Engineering Department, Pasig City Hall Cashier, and Pasig City Planning Office are constituent units/divisions/departments/offices and may submit three (3) entries under the City Government of Pasig.*
 - 2.2. Constituent Rural Health Units (RHUs) are under the municipal health offices, while health centers under the barangays are connected to their respective LGUs.

3. **Separate submission of entries** - PSOs can individually submit three (3) entries under the following conditions:
 - 3.1. Branches and attached agencies vis-a-vis Central Offices - *for example, the Department of Science and Technology (DOST) Central Office, the DOST Region IV A, and Philippine Council for Health Research and Development (DOST-PCHRD) are considered separate organizations and may individually submit their own three (3) entries.*
 - 3.2. Campuses of a state college or university system or within an elementary or high school system - *for example, the Mindanao State University (MSU) Main Campus and MSU-Iligan Institute of Technology are considered separate organizations or the Central Luzon and Bicol campuses of the Philippine Science High School (PSHS) System, in both cases, may individually submit their own three*

(3) entries.

- 3.3. Agencies that are hosted by an organization but have a special charter - *for example, the University of the Philippines Manila National Institutes of Health (UPM-NIH) was created and is hosted by UP Manila. However, due to the Health Research and Development Act (RA No. 8503), the UPM-NIH was established as a national health research center and is now considered a separate organization.*
- 3.4. Lead and member agencies under a multi-agency task force/council/network established under a specific law, memorandum, or executive order that functions as an organization - *for example, the National Disaster Risk Reduction and Management Council (NDRRMC) is a functional group of inter-government, non-government, civil sector, and private sector organizations led by the Office of Civil Defense (OCD). It functions as a separate organization from its member agencies and the OCD under the Republic Act No. 10121 and may submit its own entries.*
- 3.5. Provincial, municipal, city and barangay LGUs
- 3.6. Public hospitals vis-a-vis LGUs and Department of Health (DOH)
- 3.7. Public schools vis-a-vis LGUs and Department of Education (DepEd)

GOVERNMENT BEST PRACTICE RECOGNITION (GBPR)

GUIDELINES ON THE GBPR FOCUS AREAS

The GBPR entries will be categorized depending on the number of applications received in each category. While applicants are asked to record which category their best practice/s fit/s into, it is ultimately prior to the screening of entries that the most appropriate category is identified.

Currently, there are seven (7) major focus areas, but this could be reduced or expanded depending on the number of applications:

1. **Leadership/Governance** - best practices on the setting of vision, values, developing leaders, communication, ethics, crisis management, transparency, and accountability.
2. **Strategic/Operations Planning** - best practices in areas of strategic planning and deployment, foresight, balanced scorecard, performance measurement, and management.
3. **Social and Environmental Responsibility**- best practices related to engaging with the public or local community, beneficial activities pertaining to diversity, anti-discrimination or surpassing regulatory requirements for energy use, waste, pollution, and/or consumption of natural resources.
4. **Citizen/Customer Focus** - best practices focused on improving citizen or customer services that meets and exceeds customer expectations and needs resulting to improved customer satisfaction
5. **Process/Operations Management** - best practices concerning process management and improvement techniques and approaches, such as but not limited to:
 - 5.1 Supplier & Partner Relationships- best practices focusing on Supplier and partnership selection, collaboration, joint initiatives, and services.
 - 5.2 Human Resources- best practices on education, training, development, learning, empowerment, motivation, satisfaction, employee health and wellbeing, workforce planning, recruitment, and retention.
 - 5.2 Asset Management- best practices related to the management of assets, including financial and fixed assets and risk management/cybersecurity.
6. **Measurement, Analysis, and Knowledge Management** - best practices relating to the improvement of organizational efficiency and effectiveness, use of data and information that guides the organizations process management, and the building and management of the organizations knowledge assets, while ensuring the quality and availability of data and information
7. **Automation/Digital Transformation and New Technologies**- best practices related to the application of digital science, transformation, artificial intelligence, and robotics applied to any product/process/service automation.

Note that the GBPR categories are aligned with the IBPC categories for continuity purposes when recipients are endorsed to the said competition.

Government Best Practice Recognition (GBPR) 2023

The Government Best Practice Recognition (GBPR) is an initiative of the Development Academy of the Philippines (DAP) that aims to promote, showcase, and share knowledge on outstanding and innovative practices demonstrated by public sector organizations. Interested to share your best practice and be recognized as a model agency?

Please accomplish the online entry form below **COMPREHENSIVELY** and submit back to us.

***THE SELECTION OF SHORT-LISTED ENTRIES WILL BE BASED ON THIS ENTRY FORM.**

For your reference, please download the GBPR general information and mechanics through this link: <http://bit.ly/3A0qHfr>

For questions or concerns, you may also email govbestpractices@dap.edu.ph

citizenscharter@deped.gov.ph Switch account



The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

Any files that are uploaded will be shared outside of the organization they belong to.

* Indicates required question

Email *

Your email

Next

Clear form

Government Best Practice Recognition (GBPR) 2023

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* Indicates required question

SECTION 1. CONTACT INFORMATION

The information submitted in this section will be used to communicate with the participating organization. Please include active contact information.

Name of the Organization *

This information will be used in all relevant documents and knowledge products. Please avoid abbreviations.

Your answer

Name of the Office/Unit that leads the implementation of the best practice entry *
Please avoid abbreviations. This information will be used in all relevant documents and knowledge products.

Your answer

Complete Address: *
Please include Street Address, City, State/Province, Postal/Zip Code

Your answer

Type of Organization *

- Executive Branch
- Attached Agency
- Regional/Provincial Office
- Constitutional Office
- Government-Owned and/or -Controlled Corporation (GOCC)
- State University/College (SUC)
- Legislative Branch
- Judicial Branch
- Local Government Unit
- Other:

If regional/provincial office or attached agency, please indicate central office

Your answer

Official phone number of the organization *

Your answer

Official email address of the organization *

Your answer

Official website of the organization *

Your answer

To whom do we address official communications?

This is usually the head of the participating organization (Secretary, President, Chair, Executive Director, Governor, Mayor, etc.).

Full Name (First Name, Middle Name, Last Name) *

Your answer

Designation *

Your answer

Email Address *

Your answer

Contact number:

Your answer

GBPR Coordinator Contact Information

The information submitted in this section will be used to communicate with the participating organization. Please include active contact information and avoid the use of abbreviations.

Coordinator #1. Full Name (First name, middle name, last name) *

Your answer

Coordinator #1. Designation *

Your answer

Coordinator # 1. Active mobile number *

Your answer

Coordinator # 1. Active email address *

Your answer

Coordinator #2. Full Name (First name, middle name, last name) *

Your answer

Coordinator #2. Designation *

Your answer

Coordinator #2. Active mobile number *

Your answer

Coordinator #2. Active email address *

Your answer

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* Indicates required question

SECTION 2. BEST PRACTICE ENTRY

The information given in this section will serve as basis for screening and judging. Also, it will be published at the COE-PSP Knowledge Center, an online repository of public sector productivity and innovation initiatives through this link: <https://coe-psp.dap.edu.ph/knowledge-center/compendium-of-innovation-and-productivity-initiatives/>

A. Information on the Best Practice *

1. Official Title of the Best Practice Entry

The title written here will be used in all relevant documents and knowledge products. Please avoid abbreviations.

Your answer

2. Focus Area of the Best Practice *

Choose an option of a minimum of one (1) or a maximum of three (3). You may check all that apply.

- Leadership/Governance- best practices on the setting of vision, values, developing leaders, communication, ethics, crisis management, transparency, and accountability.
- Strategic/Operations Planning - best practices in areas such as strategic planning and deployment, future foresight, balanced scorecard, performance measurement, and management.
- Social and Environmental Responsibility- best practices related to engaging with the local community/public good activities/diversity/anti-discrimination or surpassing regulatory requirements for energy use, waste, pollution, and/or consumption of natural resources.
- Citizen/Customer Focus - best practices focused on improving citizen or customer services that meets and exceeds customer expectations and needs resulting to improved customer satisfaction
- Process/Operations Management - best practices concerning process management and improvement techniques and approaches
- Measurement, Analysis, and Knowledge Management - best practices relating to the improvement of organizational efficiency and effectiveness, use of data and information that guides the organizations process management, and the building and management of the organizations knowledge assets, while ensuring the quality and availability of data and information
- Automation/Digital Transformation and New Technologies- best practices related to the application of digital science, transformation, artificial intelligence, and robotics applied to any product/process/service automation.

3. Duration of the Best Practice *

When is the start date of the implemented best practice?

Date

mm/dd/yyyy

When was the end date of the implemented best practice project (month, day, year)? May indicate 'ongoing', as applicable.

*

Your answer

B. Executive Summary of the Best Practice

Please provide an executive summary of your organization's best practice, with a minimum of 100 words and no more than a maximum of 500 words. Be brief, concise, and straight to the point.


*

Please answer the following questions in the executive summary:

1. What is the purpose/objective of the best practice?
2. What are the key features that distinguish the best practice to make it innovative and outstanding compared with other practices/initiatives?
3. Generally, what are the key contributions of the best practice to the organization (mandate, mission, vision, goals, and objectives)?
4. What are the key performance indicators that show consistent achievement of superior results arising from the implementation of an approach/practice(s) that is being submitted for possible recognition?

Your answer

Please attach a photo as supporting evidence for the executive summary *

 Add file

C. Solution and Impact

Please provide a narrative to describe the best practice that meets the following screening criteria, with a maximum of 500 words. Be brief, concise, and straight to the point.

*

CRITERIA 1: LEVEL OF DEPLOYMENT (10%)

1.1 What is the background of the problem? How did the best practice provide a solution to the problem? Please include the challenges and circumstances that compelled the organization to initiate the best practice.

Your answer

1.2 Confirm if the best practice is a modified/improved/expanded initiative. Was the best practice adapted/benchmarked from another organization or from the Central Office/other offices in the organization?

Your answer

1.3 Specify what is the current status of deployment: early stage, fully, or regularly implemented, already in the improved stage, or being benchmarked by other organizations.

*

How did the best practice progress from the start date to the current year? Indicate the key steps undertaken to roll out the best practice.

Your answer

1.4 Was the best practice used throughout the whole organization or just a unit/department of the organization? Was it applied in pilot areas/units or some/most areas/units? What is the coverage of the best practice in terms of processes/offices/services? Who were the people involved in the implementation of the best practice?


Please specify the number of implementers, the number of users, and/or the product/process scope and geographic scope of the deployment.

Your answer

1.5 How did the organization make the best practice available for effective and efficient implementation? How well did the organization understand or become aware of the best practice?

Your answer

SUPPORTING DOCUMENTS ON THE DEPLOYMENT OF THE BEST PRACTICE for validation purpose (Example: Memo on the Implementation/Special Order Designating the Team/Guidelines on the Best Practice)

 Add file

CRITERIA 2: INNOVATION (20%)

2.1 Specify, if the best practice innovation is new, original or is it a significant departure from previous practices within the organization?

Describe if the best practice innovation was adapted from another organization or other parts of the organization. If adapted, what is the nature of improvement/modification from the original and in what areas was it applied?

Your answer

2.2 Confirm, what is the level of innovation: incremental, breakthrough, disruptive, or radical? *

Note: Incremental or small innovation focuses on refining and optimizing what already exists (e.g. streamlining processes). Breakthrough innovation involves making significant changes/redesign to an existing product or process, leading to a significant leap forward in performance or capabilities (e.g. development of the sensor monitoring of the facilities). Disruptive innovation is the creation of an entirely new product or service that disrupts the existing industry/sector (e.g. digital exhibits). Radical innovation is transforming an entire community/sector (e.g. global communication and information-sharing network).

- Incremental or small innovation
- Breakthrough innovation
- Disruptive innovation
- Radical innovation

2.3 Is the best practice innovation a first to be implemented in the public sector or private sector (Is there a similar innovation)? How about in the country or in other countries (Is there a similar innovation)?

Your answer

Supporting documents of the best practice innovation for validation purpose (Example: Source/Origin of the Innovation, Before Innovation and After Innovation, Records of Design and Development of an Original innovation, Research data on Similar Innovation) *

 Add file

D. PERFORMANCE AND RESULTS

Please provide a narrative of the effect/s of the best practice in terms of organizational performance and results, with a minimum of 100 words and no more than a maximum of 750 words. You may provide supporting documents as evidence. Be brief, concise, and straight to the point.

CRITERIA 3: BEST PRACTICE RESULTS (30%):

3.1 What is the improvement data on the key performance areas of the organization before and after implementation (from start to end/current date)? Does the data show low, average, or high-performance results?

Please describe the results as to the functional areas/offices that show evidence of remarkable improvement or stages of the results of the improvement - is it in an early stage or is it in a gradual progression (from start to current/end date)? Are the performance targets erratic, consistently maintained, or were they already surpassed (from start to end/current date)?

Your answer

3.2 Did the best practice specifically result in any of the following:

- a. increased employee motivation and/or reduced staff turnover
- b. enhanced productivity
- c. fewer complaints and more satisfied clients/beneficiaries
- d. attainment of Major Final Output targets, alignment with organizational performance indicators framework (OPIF)
- e. other non-financial benefits
- f. cost savings and/or increase in revenue
- g. improved budget utilization rate and/or budget disbursement rate
- Other:

3.3. Are the performance data comparable to other local and/or international organizations with similar product/service offerings or mandates?

Your answer

SUPPORTING DOCUMENTS *

↓ Add file

E. Evidence

Please provide a description of the best practice evidence, with a minimum of 100 words and no more than a maximum of 750 words. You may attach supporting documents, for your evidence.

CRITERIA 4: BEST PRACTICE EVIDENCE (20%):

4.1 Describe the tangible and/or intangible proof that validates the status of the best practice. This includes, but may not be limited to, benchmarking of other best practice organizations, or research/studies done that affirm the effectiveness of the practice.

Your answer

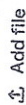
4.2 Is the best practice validated in any of the following. You may choose more than one:

- a. annual customer feedback data
- b. annual client satisfaction rating
- c. testimonials from beneficiaries
- d. awards from internal and external parties
- Other:

4.3 Did your organization validate the best practice based on your own experience or did you compare with a benchmark industry standard or indicator? If so, what was the benchmark standard or indicator used? Please also include if a research or study was done to validate the effectiveness of the best practice.

Your answer

SUPPORTING DOCUMENTS *

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F. REPLICABILITY OF PRACTICE

Please provide a description of the replicability of your organization's best practice, with a minimum of 100 words and no more than a maximum of 750 words. Be brief, concise, and straight to the point.

CRITERIA 5-REPLICABILITY OF THE BEST PRACTICE (10%):

5.1 Is the best practice replicated within the organization? If yes, what was the scope of replicability of the best practice and what were the needs or contexts for scalability? If no, what were the reasons for non-replicability?

Your answer

5.2 Is the best practice ready to be replicated by other organizations, with documented information available, to encourage best practice adaptation?

Your answer

5.3 Were there organizations that have signified interest in replicating the best practice locally and internationally? Or, was it replicated by other local or international organization/s?

Your answer

5.4 Are there available testimonials from beneficiaries that can serve as supporting proof of successful replicability? If yes, can these testimonials be validated from the source?

Your answer

SUPPORTING DOCUMENTS

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G. SUSTAINABILITY AND PLANNED NEXT STEPS

Please provide a description of the sustainability and planned next steps of the best practice, with a minimum of 100 words and no more than a maximum of 500 words. Be brief, concise, and straight to the point.

CRITERIA 6- REVIEW/NEXT STEPS PLANNED AND SUSTAINABILITY (10%):

6.1 What were the steps undertaken to ensure the sustainability of the practice including funding, policies, and other strategies that ensure the continuity of the practice in the future?

Was there a standardization done to ensure sustainability and consistency of implementation? If yes, at what level?

Your answer

6.2 What are the planned arrangements for communication and awareness of current and new employees?

Your answer

6.3 Did your organization implement any previous or on-going review and monitoring activities to determine if the best practice met the needs of stakeholders and delivered the measurable benefits? Who handles these activities?

Your answer

6.4 How does management show leadership and commitment in terms of tracking and improving the best practice?

Your answer

6.5 How long has the best practice been sustained and what are the ongoing efforts, as well as, future plans to ensure its sustainability?

Your answer

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