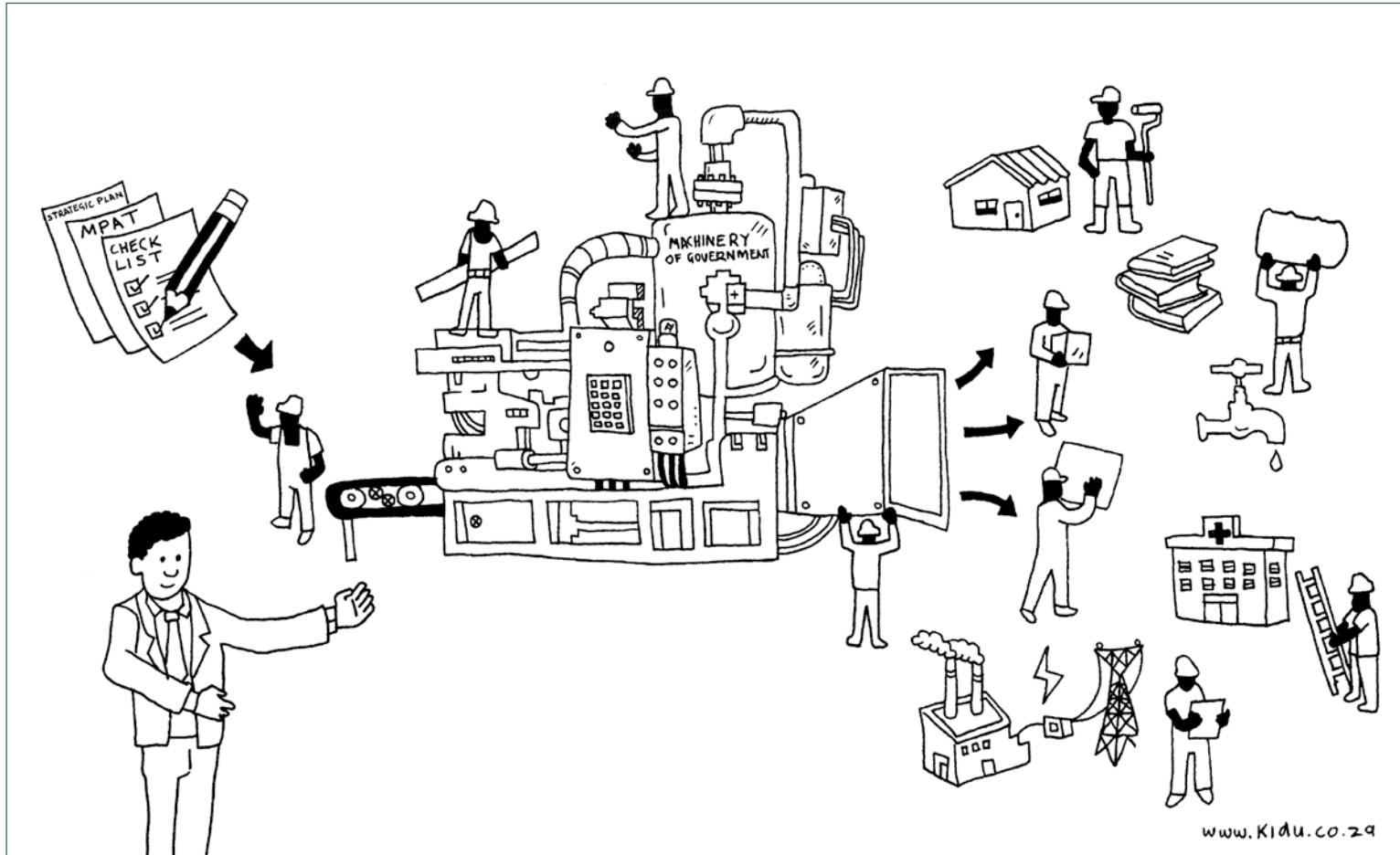


# MPAT: from compliance checklist to change tool



*We have a calendar which deals with all the compliance matters. It is also part of the reporting and checking to see if those deliverables have been made. MPAT helps with that. We realise that 'that damn department did work!' We always have a negative view [of departments]. It did enable us to identify gaps, for example, the fraud policy and highlight areas that needed improving. (Gauteng Department of Education)*



*When you have the information, it is not a burden.  
The first round we couldn't produce proof. Now we  
streamline management and performance  
information.*

*It was difficult to get all the senior managers  
together to review the results ...*

*There were contestations amongst Senior  
Managers on the scores ...*

*Departments are complaining that they are giving  
the same evidence for different purposes*

*The system functionality became a real issue  
towards the end. Linking evidence to the questions  
was a challenge...*

*We should not be judged on matters that are  
beyond our control.*



*We don't want to be named and shamed.  
I want to avoid an embarrassment if compliance asks and I  
don't know.*

*Managers take it very seriously, especially when you start  
introducing scores.*

*Some of the things were just so interesting... even the  
private sector does not meet those criteria...for example,  
filling a vacant post in three months. I like to see a  
Department that does that.*

*It brought out some issues...in some instances National  
Treasury prescribes, but did not notice that it was also not  
complying with the framework....it was highlighted from the  
feedback.*

*You see some gaps and areas that can be improved.  
...it would be good to see all of the results, so that at the  
end of the day we can assess where to we stand as HR  
relative to other Departments...*

# Some lessons

- The review of compliance does create an awareness of performance
- Leadership and management stability
- Data and information management – evidence
- People make it happen
- Tracking progress
- Routine operational systems

