



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

the BPR *towards the future* SASSA

remarkable progress

co-design

visibly transform
improving the
lives of all South
Africans

To-Be Processes

SOP's and
Service Standards

SASSA Operating Model

Design of Ideal SASSA Blueprint

The goal of the BPR Project is to visibly transform SASSA so that it can deliver on its committed impact, improving the lives of all South Africans.

The BPR Project has made some remarkable progress over the past 12 months. We are now in Phase 3 of the project, namely "Design of Ideal SASSA Blueprint". A key feature of this phase is the co-design of elements of the "SASSA of the Future" with SASSA Team Members. The elements which were developed are:

- To-Be Processes, SOP's and Service Standards
- SASSA Operating Model,
- Macro and Micro Structures

These elements will shortly be shared with you in our Roadshows – Watch this space!

Get ready for Skills

Assessment

right skills right place
competence levels
learning and
development needs

aligned
right people
right roles

The BPR Transformation Journey is now at a point where we have to ensure we have the right skills in the right place within SASSA.

To assist with this task, we will deploy a Skills Assessment.

The Purpose of a Skills Assessment is to:

- establish the competence levels in the organisation and highlight the competence gaps
- identify the learning and development needs in the organisation
- assist in the development of an aligned learning and development strategy (aligned to organisational strategy and organisational need)
- assist with ensuring that we have the right people in the right roles

More information regarding the Skills Assessment will be shared with you in the coming weeks.

#SASSACARES

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