



Platform and strategy for the Ministry of Employment Administration Centre 2005-2008

October 2005

Mission:

Ministry of Employment Administration Centre, BAC, was created to operate and develop stable and efficient administrative services.

We operate, develop and advise on services in:

1. Administrative systems and processes
2. Procurement and tender procedures
3. Reporting and management information

We do this for areas relevant to the Ministry of Employment and in return for payment for customers outside the Ministry.

The task of BAC is to ensure a good basis for the Ministry of Employment to execute its functions and to support the Ministry's mission: "to establish the framework for a modern, flexible labour market, where as many as possible have jobs and where job satisfaction goes hand in hand with good results".

Vision:

BAC strive to be the best at operating central administration, i.e. with the greatest possible efficiency and quality.

We do this by:

1. Establishing the most well-run **business**.
2. Establishing strategic partnerships with **customers and suppliers** through professional dialogue, targeted communication and knowledge sharing.
3. Establishing a creative and progressive working environment, where competent and committed **employees** have the best opportunities to develop their job functions and skills.

Values:

BAC has three fundamental values:



These values are a realisation of the principle value of the Ministry of Employment, "always proactive and professional". Through involvement of the staff, these values have been elaborated into a Constitution with seven principle rules.

BAC's next strategic step

BAC's first challenge was its establishment. The next challenges in phase 2 focus on a number of new development areas. The three core elements in the BAC strategy for 2005-2008 are:

1. Business. Greater efficiency → development
2. Customers/suppliers. Customers → partners
3. Internal development. Job contracts → improved competences

	Phase 1	Phase 2
Business	Greater efficiency Control and efficiency Stable and reliable operation as basic requirement	Development Realise efficiency improvements Develop operations New products
Customers/suppliers	Customers Shift old roles Meet resistance Dialogue and cooperation	Partners Involve in new activities/train Develop strategic partnerships
Employees	Job contracts Involvement and information Clear goals Good working environment	Improved competences Development and new assignments

1. Business. Greater efficiency → development

	Phase 1	Phase 2
Business	Greater efficiency Control and efficiency Stable and reliable operation as basic requirement	Development Realise efficiency improvements Develop operations New products

BAC's phase 1 goal to ensure stable and efficient operation is continued and consolidated in phase 2 and the foundation for a new leap in administrative efficiency is established. This is by:

- Improving the efficiency of services by 15 per cent from 2005-2008
- Retaining and improving the quality of services and advice and continuing to develop operations so they always remain stable and reliable
- Performing new tasks and developing/supplying new services for our customers

2. Customers/suppliers. Customers → partners

	Phase 1	Phase 2
Customers/ suppliers	Customers Shift old roles Meet resistance Dialogue and cooperation	Partners Involve in new activities/train Develop strategic partnerships

In phase 1, cooperation with BAC was approved and established.

BAC's phase 2 goals are:

- To develop close cooperation with both customers and suppliers for strategic partnerships.
- To enhance knowledge at both customers and suppliers so that we ensure a greater degree of involvement and training of both customers and suppliers. This is a prerequisite for change and new initiatives.

3. Internal development. Job contracts → improved competences

	Phase 1	Phase 2
Employees	Job contracts Involvement and information Clear goals Good working environment	Improved competences Development and new assignments

BAC's goal remains to develop the organisation and establish the framework for a professional and progressive working environment. BAC's employee influence organisation (MIO) is the hub of our further development. We will:

- Support learning, knowledge sharing and exchange of experience and best practice in order to develop a higher level of expertise
- Secure an overall improvement in competences
- Develop management, including by establishing standards for good management