

THE HONG KONG HOUSING AUTHORITY

Memorandum for the Human Resources Committee

1998/99 Service Plan for the Corporate Services Branch

PURPOSE

To circulate for Members' information the 1998/99 Service Plan of the Corporate Services Branch.

BACKGROUND

2. As part of the Management Enhancement Programme to improve business focus and operational efficiency, business plans have been formulated for the four core businesses (rental, home ownership, commercial and development) of the Authority. For the two supporting branches, Corporate Services Branch and Finance & Accounting Branch, complementary service plans have been prepared. The 1998/99 Service Plan of the Corporate Services Branch is at **Appendix I**.

STRATEGIC OBJECTIVES

3. Having regard to the vision, mission and core values of the Department, the strategic objectives of the Corporate Services Branch are -

- (a) to provide continuous improving support to the Department in the light of continuous changes so as to contribute to the achievement of corporate objectives and to ensure cost effective and efficient operation;
- (b) to develop a customer-focused and people-oriented culture;

- (c) to implement improved and cost-effective people management, enhanced internal communication and human resources management systems and continued devolution of operational administrative functions to the core businesses;
- (d) to enhance the corporate image of the Housing Authority/Department as a caring and responsible organisation, project a consistent corporate identity and adopt a proactive approach in communicating with our external stakeholders;
- (e) to provide strategic IT facilities to support business needs.

NEW INITIATIVES

4. Based on the SWOT analysis carried out against the strategic objectives, key initiatives have been identified for the year 1998/99 and are listed in paragraph 8.

PERFORMANCE MEASURE

5. Key performance indicators (KPI) have been established for measurement of performance in different areas of the service plan. The KPIs are set out in paragraph 9 of the Service Plan.

INFORMATION

6. This paper is issued for Members' information.

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