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Tatweer Programme Drives UPC Along Roadmap To Excellence

The Abu Dhabi Urban Planning Council (UPC) has created a cross-functional team that has been tasked with further enhancing standards of excellence and international best practice across the organisation.

The new ‘Tatweer’ Programme comprises 14 UAE Nationals from all sectors and departments of the UPC who bring with them a wealth of knowledge and experience in their respective roles to deliver a series of ‘transformational’ projects. A committee of senior managers has been established to review and oversee Tatweer while a technical committee will manage the day-to-day supervision of the projects, as well as ensuring the completion of all projects runs to schedule.

As part of its ‘Excellence Road Map’, the UPC has identified 13 areas as part of a change agenda that it will focus on in order to drive strategic and operational excellence over the coming years. To achieve this, almost 50 projects have been created. The approach to each project is in line with the criteria of the Abu Dhabi Award for Excellence in Government Performance to ensure each one is not only efficient and effective, but also as innovative as possible.

The projects under Tatweer fall into four sub-categories, covering Excellence, Human Resources, Strategy and Enablers. Projects within the programme include the evaluation of the UPC's partnership management methodology, organisational change management methodology, strategic planning methods and processes, and its project review and approval methodology, highlighting how Tatweer identifies enhancements across the organisation, from core business functions to management and support activities.

Furthermore, the UPC is already reaping the benefit of Tatweer, such as the creation of a Vision and Mission Development Method. The methodology was prepared last year, and together with the implementation of the Execution Premium Process (XPP), which is the latest tool for next-generation strategic planning, the development of a new Vision and Mission, and a set of Values that reflect the essence of the UPC, was realised.

Launched at Cityscape Abu Dhabi in April 2015, the new Vision and Mission have been central to creating a new Strategic Framework for 2016 – 2020, which will guide the UPC towards delivering across the Emirate over the next five years in line with Leadership's vision.

Not only does the Tatweer Programme ensure that the route map to excellence is clearly defined and timelines for implementation are agreed, but the team involved is also an essential channel of communication between the different departments and functions within the UPC. Furthermore, having a cross-functional team enables a smooth delivery of each project because it is considered from all angles.

Each team member has undergone an intensive three-week training course in order to successfully deliver the programme and the committee is provided with support from the Strategic Affairs Sector, which comprises a multi-disciplinary team of strategy and research specialists.

"The idea of Tatweer is to set a benchmark of excellence across all functions at the UPC to ensure that we continue our mission to utilise international best practice and the organisation is working in line with the clear objectives of Vision 2030," said Abdulla Al Shamsi, Executive Director, Strategic Affairs Sector, UPC.

"By enhancing the alignment of support functions with our core business, improving customer experience and embedding an environment that supports innovation, the Tatweer programme will help the UPC achieve its vision of creating a more liveable, sustainable urban environment for everyone in Abu Dhabi."

The "Tatweer" Programme can be implemented by all Government and Non-Government entities, and ensures a clear translation of the EFQM Excellence Model and the Asian Productivity Organisation Model into daily tasks that can transform the culture of an organisation, and embed Excellence in daily processes without burdening the organisation with extra administrative work.