



CCPC members of staff pose for photo after the High Performance Organisation workshop at Sandy's Creation in Lusaka.

HPO initiative improves service delivery

Mainstreaming High Performance Organisation (HPO) activities in our daily programmes will fast track the Commissions attainment of HPO status.

Competition and Consumer Protection Commission Director Consumer Protection, Brian Lingela, said that mainstreaming of HPO activities would help the Commission to quickly attain its HPO status.

'Attaining HPO needs efforts from everybody and as such, HPO activities should be mainstreamed in our daily activities,' Mr Lingela said.

Speaking during the CCPC HPO workshop at Sandy's Creation, Mr Lingela noted that the HPO was a process that needed concerted efforts from each member of staff.

Mr Lingela noted that HPO was a very important programme which aims at enhancing performance of the Commission.

He said incorporating HPO activities in the daily programmes would not only make the Commission attain its status and getting better scores, but also improve the Commission's service delivery and dedication to duty amongst employees.

However, he said the HPO status cannot be achieved without the



HPO Champion, Beene Siyumbwa, stressing a point during the HPO Workshop at Sandy's Creation in Lusaka

participation of all of all the employees.

"The challenge beyond this meeting and accreditation is to be able to mainstream HPO activities in our budget and action plans, we need as Officers to ensure that we take this initiative seriously.

And HPO Champion, Beene Siyumbwa, said that hard work and team work would help the Commission attain its HPO status.

She said that team work enhances both individual hard working spirit towards work and institutional service delivery to its clients.

Mrs Siyumbwa noted that main aim of the workshop was to look at the impact of the HPO project since its inception in 2015.

She noted with happiness that the impact of the project was visible in so many ways indicating that through the project team spirit, staff performance driven through unity and sense of belonging had been visibly enhanced.

Other notable benefits she mentioned were enhanced departmental collaboration and staff's understanding that their contribution was critical to the Commission's growth.