

# Ten principles to achieve excellence in public administration

## ***Management responsibility***

With the objective of achieving an efficient administration, guided by principles of quality, the management of every governmental organisation, among other things, is responsible for:

1. Adopting written rules and procedures which contain effective internal controls for administration and accounting, and ensuring compliance with these controls.
2. Maintaining a competent office of internal audit.
3. Complying with the tax requirements of regulated agencies.
4. Adopting a strategic plan for operations.
5. Maintaining budgetary control.
6. **Keeping up to date with technological advances.**
7. Maintaining appropriate filing systems and control of documents.
8. Complying with the **Plan of Corrective Action** of the Office of the Controller of Puerto Rico, and attending to the recommendations of the external auditors.
9. Maintaining an appropriate system of personnel administration, which includes the evaluation of performance, and a programme of continuing training for all staff.
10. Complying with the **Law of Governmental Ethics**, which includes disclosing your interests to all staff.

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“The improvement and innovation of processes constitutes the best hope we have of getting more value from the enormous investment in information technology.”

JH Davenport