



## **SERVICE EXCELLENCE**

*The egret is a symbol of a caring and careful worker;  
one who single-mindedly focuses on serving others faithfully and well.*

## **NPA Understanding:**

- Uncompromising standards
- Availability at all times of need
  - Batho Pele - put people first
- Accommodating - willing to help
  - Empathy
  - First class customer service
  - Compassion

## ***Oxford Definition: Excellence***

- The quality of being excellent
- Fineness, brilliance, superiority, distinction, quality, merit
- Service which is outstanding & superior

***my*NPA. *my*Values.**

