Special Projects Office

Special Projects Office (SPO) was established some 40 years ago to manage projects of an urgent, unusual or special nature. SPO's role is to manage projects from inception to handover and beyond. A particular service provided by SPO is to assist the "client" or end user to develop project requirements, identify particular issues and give initial advice on cost.
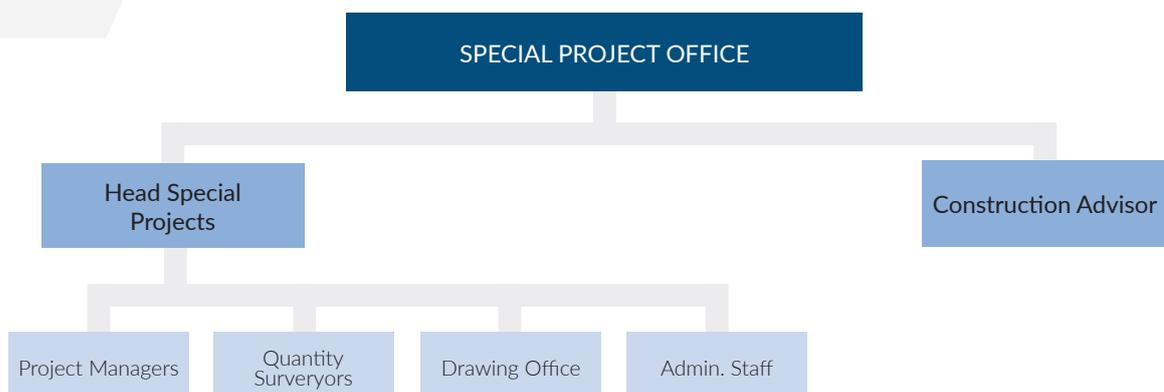
Clients include the Office of the First Deputy Prime Minister, the Nawab and Shura Councils, Ministries of Foreign Affairs, Education, Youth and Sports Affairs, Municipality Affair for fishing harbours and the Future Generations Fund.

Many of the projects for the Ministry of Foreign Affairs are overseas and this raises challenges of working in foreign environments. Business practice and the way consultants and contractors work varies considerably from country to country as do the available skills and the legal basis on which they operate. Maintaining progress while managing a project from a distance requires travelling and thus more staff time than for a project in Bahrain.

The seventeen member SPO team consisting of engineers, architects, quantity surveyors and support staff, operates within the administrative framework of the Ministry of Works and Government as a whole. Consultants and contractors are procured through Tender Board procedures and contracts are according to the State Legal Opinion requirements.

SPO is particularly interested in carrying out all tasks as efficiently as possible whether the task is procurement, site operations or expediting payments to consultants and contractors.

Organizational Structure

SPECIAL PROJECT OFFICE

Head Special Projects

Construction Advisor

Project Managers

Quantity Surveryors

Drawing Office

Admin. Staff

Quality Management Section
& Business Process Reengineering Group

The Quality Management Section (QMS) serves as the Ministry's center of compliance with the international ISO standards. It ensures that the business processes and services are fit for their purpose and are in compliance to meet the internal and the external requirements. The QMS conduct regular audits to monitor performance, develop and agree on quality procedures, ensure the satisfaction of internal and external customers and act as a catalyst for change and improvement in performance and quality.

The Business Process Reengineering Group acts as an axillary to the QMS in executing the change initiatives. It helps the directorates of the Ministry to rethink and questions the current status quo to fundamentally transform it to achieve dramatic results. The ultimate goal is to achieve improvements in productively time and profitability.

Performance
2018

1. Issuing and updating approximately 95% of quality procedures and documents for all directorates and main sections of the Works Affairs.

2. Preparing and presenting awareness workshops won the requirements of the quality system and risk-based thinking methodology.

3. Preparing and presenting workshops for internal auditors regarding the quality system and reviewing the practical procedures for preparing the annual audit plan according to risk based thinking methodology.

4. Passing the external audit process on the ISO 9001: 2015 quality standard certification during October 2018.

5. Updating the comprehensive quality system in the sanitation sector with emphasis on the new requirements of the quality system.

6. Training of more than twenty Ministry employees and passing an internal auditor's exam for ISO 9001: 2015 with a plan to train more in the coming years.

7. Completion of the internal audits of all departments and departments of the ministry.

8. Preparation and presentation of the periodic management review of quality in the presence of senior management and the concerned staff.

9. Preparation of a plan for re-engineering the procedures related to the work of connections to the sewage network.

10. Prepare a plan for re-engineering procedures related to road services related to economic and investment fields.

11. Preparation of the comprehensive customer service charter after holding the necessary meetings with all departments concerned with providing services to the public.