

National Productivity and Quality Excellence Award Launch Event
Conference Room, NPCC – 01 December 2022
Draft Speech of the Executive Director of the NPCC, Mr. Ashit Gungah

Honorable Minister Bholah
Mrs. Ahmed, Permanent Secretary,
The Chairman and Council members of the NPCC,
Representatives of organisations,
Members of the press,
Ladies and gentlemen,

Good Morning everyone,

It's my pleasure and privilege to welcome you to the launch of the National Productivity and Quality Excellence Award. You will recall that during the past three years, the NPCC has been regularly organising the National Productivity and Quality Convention (NPQC) that saw the participation from a wide array of organisations from the public and private sectors.

Some of them got the opportunity to present their projects at international forums such as the International Convention on Quality Control Circles and the Africa Kaizen Award Conference. We are proud that many of them have brilliantly performed and were conferred Gold awards.

The turbulences and evolutions in the current environment, however, has been calling for a move to set the bar higher, as it is no more business as usual for everyone. The global business landscape has been subject to major upheavals at a time when Covid-19 was at its peak. Organisations, no matter their size, were compelled to revisit the ways they conducted business and adapt to a new environment. This said, we need to do more with less, without compromising on quality.

Following discussions at the level of the Council and with other stakeholders, it was agreed that we should give a new dimension in our quest to achieve higher productivity and competitiveness. We now need to tend towards excellence.

The criteria have been reviewed for organisations to embark on a journey towards excellence. This will enable them to benchmark themselves and become more productive and competitive through continuous improvement.

Moreover, a culture of excellence implies a coherent and unified view of the organisation under the scope of enabling people to better their lives and maximise their potential.

Quality and productivity are the imperatives of production and operations management today. Most organisations, if not all, are trying to offer quality products/services with attention to productivity. These constitute the basic minimum for the survival of any company in the present competitive business world.

It is these observations that have prompted the NPCC to come up with the theme of NPQEA for 2022/23, which is *Recognising Excellence in Productivity and Quality*. The NPQEA encourages organisations to share their best operational practices, processes, systems, and initiatives and learn from the experience of others. It provides an opportunity to celebrate the achievements of teams that have been responsible for creating and managing productivity and quality improvements at their workplace.

To encourage more companies to get this exposure and knowledge, the NPCC will facilitate not only participation of Grand winners in the ICQCC Convention in 2023 in Beijing, but we will also invite the Gold awardees of the NPQEA to participate online or in person, should they wish to participate this international convention next year.

I am pleased to inform you that the NPCC has been identified as a potential Africa Kaizen Initiative - Centre of Excellence for Africa together with Productivity South Africa, l'Unité de Gestion du Programme National de Promotion de la Qualité et de la Productivité (UGPQP) of Tunisia and the Ethiopian Kaizen Institute. A Capacity Enhancement Programme for all National Productivity Organisations (NPOs), Kaizen Units in Africa is scheduled next year to exchange experiences and provide training on the six criteria of a Centre of Excellence.

Two weeks ago, Mr. Appalswamy and myself had the opportunity to attend the ICQCC in Jakarta, Indonesia. We were really impressed with the level and types of projects showcased during the Convention. There is no reason for Mauritian organisations not to follow suit. There is great opportunity for our organisations to learn from these projects and adopt best practices.

We had the opportunity to interact with quality experts there, with whom we are in touch and we wish to invite them to Mauritius to share their knowledge and experience.

Ladies and gentlemen, before ending, I wish to extend our warmest thanks to the Ministry of Industrial Development, SMEs and Cooperatives and all our stakeholders for their support to the productivity movement.

I recently came across a quote an interesting observation about excellence. Excellence is not a destination; it's a continuous journey that never ends.

Let's put our hands together and do our best to foster a culture of excellence among all organisations in Mauritius.

Thank you.