



NPQC 2019: THE RACE TO TOKYO OPENS!



The National Productivity and Competitiveness Council (NPCC) unveiled the second edition of the National Productivity and Quality Convention (NPQC) at the Hennessy Park Hotel under the theme “Developing People for a Better Tomorrow” on Thursday 28 March.

The NPQC encourages Mauritian organisations including Small and Medium Enterprises (SMEs), large companies and public organisations to share their best operational practices, processes, systems, and initiatives and learn from the experience of others.

The project also provides an opportunity to celebrate the achievements of teams that have successfully implemented productivity and quality improvements initiatives at their workplace.

NPQC 2019 will lay strong emphasis on providing the opportunity for learning and the exchange of success stories among the participants. Moreover, motivating enterprises to strive through sustained efforts to enhance productivity and quality with emphasis on team work is another objective of the project.

“The champions of the future are those who can stay ahead of the competition curve, those who can predict and prepare for changes in customer behaviour, those who can change mental gear quickly and have the willingness to do things differently, those who are in ready mode to implement new business models when faced with internal and external challenges,” said Mr. Dhanunjaye Gaoneadry, the Permanent Secretary of the Ministry of Financial Services and Good Governance. He added that enterprises must invest in bringing up the innovation skills of their people and that they should provide different ways and means to allow and motivate employees to engage in innovative practices, processes and activities.

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“Though we are at the second edition of the NPQC this year, we can already observe that the initiative has become a reference in the government and corporate circles after its tremendous success right from the very first edition in August last year. This success has motivated the NPCC to come up with the current edition, which we hope will attract a larger number of organisations than last year. Besides, we also want the NPQC to serve as a platform where organisations learn from each other and further inspire themselves to implement continuous improvement programmes at all levels,” says Mr. Deepak Balgobin, the Executive Director of the NPCC.

The six grand winners of NPQC 2018, namely Sofap, Marine Biotechnology Product, V. Kanhye Health Foods, Cheekips, Central Electricity Board (CEB) and Heamophilia Association, were invited at the launch ceremony to share their experience last year and inspire other organisations to participate in NPQC 2019.

For the current edition, the grand winners will get the chance to participate to this year’s International Convention on Quality Control Circles (ICQCC) which will be held in Tokyo in September. The event will be hosted by the Union of Japanese Scientists and Engineers (JUSE) on the theme “Creating a brighter future through Total Quality Management and Quality Circle activities”.

“We want to give everyone the power to compete. We want to create values,” the chairman of the NPCC said in his speech while he referred to a group photo of the grand winners in Singapore. He expressed his wish to see more local organisations participating in the convention this year and to make Mauritius more visible on the world map of productivity, competitiveness and quality.

According to the Ambassador of Japan to Mauritius, His Excellency, Hoshiyaru Kato, our two countries enjoy sound and friendly bilateral relations and the Japanese government wants to play a more active role in Mauritius through different partnership projects. He mentioned the blue economy as well as trade and investments. The Embassy of Japan in Mauritius is the honorary partner of the NPCC for NPQC 2019.

Last year, the NPQC attracted participation from 24 SMEs, 34 large companies and 42 public organisations that presented a total of 114 productivity and quality related projects and involved more than 400 delegates. Out of these 100 organisations, six grand winners were awarded the Gold prize, while the rest were distinguished in the Silver and Bronze categories.

It is worth recalling that the six grand winners of the NPQC 2018 were flown to Singapore in October last year to participate in ICQCC 2018, where they all grabbed Gold Awards at their very first participation. The Mauritian delegation also had the opportunity to learn from other participants from the 13 member countries including multinationals as well as public bodies during the four-day convention.



NPQC 2019

NATIONAL PRODUCTIVITY AND QUALITY CONVENTION

MAURITIUS

The National Productivity and Competitiveness Council is organising the second National Productivity and Quality Convention (NPQC) 2019 on the theme **“Developing People for a Better Tomorrow.”**

Present your work-related improvement project during a Convention on the 28th and 29th May 2019 and get a chance to participate in the International Quality Control Circles Convention (ICQCC) in Tokyo in September 2019.

WHO CAN PARTICIPATE?

CATEGORY
SMALL AND MEDIUM PRIVATE
ENTERPRISES INCLUDING
MICRO ENTERPRISES

CATEGORY
LARGE PRIVATE
ENTERPRISES

CATEGORY
GOVERNMENT/PARASTATAL
BODIES AND REGISTERED
ASSOCIATIONS



Developing People for a Better Tomorrow



National Productivity and Competitiveness Council

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www.npccmauritius.org

NPCC PARTNERS WITH WORLD BANK FOR PRODUCTIVITY SURVEY



A Productivity Survey Workshop with the Technical Assistance of the World Bank took place on Thursday 21 March at the Gold Crest Hotel. The workshop was part of an overall project that proposes to launch a regular, dedicated firm level survey on productivity and its enabling factors, along with a flagship report that exploits the newly collected data to present policy-oriented research on key questions related to the productivity challenge in Mauritius.

It is further expected that the availability of firm level productivity data would spark additional research by academia and thus further contribute to the knowledge base on productivity in Mauritius.

World Bank senior economist, David Francis, based in Washington, had flown to Mauritius to lead this one-day workshop which gathered various stakeholders from the both the private and public sectors.

NPCC has consulted key stakeholders with regard to their views on the existing evidence base on productivity and priority knowledge gaps on productivity for evidence-based policy making. The workshop is a concluding session for all stakeholders to take stock of the information collected and build consensus on next steps with regard to data collection and research.



NPCC PARTNERS WITH WORLD BANK FOR PRODUCTIVITY SURVEY Continued...



Hon Dharmendar Sesungkur,
Minister of Financial Services
and Good Governance

According to Hon Dharmendar Sesungkur, Minister of Financial Services and Good Governance, who opened the workshop, a keen sense and proper understanding of productivity must become part of the ethos of our people as it is and has been with winning economies such as Germany, Japan and Singapore. “We need to inculcate a culture of performance and productivity in the population and it all starts with awareness and education from an early age. The working population needs to truly realise that productivity ultimately benefits institutions, its employees and their families,” he pointed out in his keynote address at the opening of the workshop.



Mr. Sanjiv Mulloo,
Chairman, NPCC

For the chairman of the NPCC, Mr. Sanjiv Mulloo, the time is ripe for a national debate on productivity. He took examples of highly productive companies that employ lesser people than those that are lesser productive but employ higher number of people. “Productivity is all about a new mindset and it concerns each and everyone among us. However, a proper measure of productivity on the Mauritian economic landscape has become very important in the present context as we are preparing ourselves to adopt a high-income nation status in the coming years,” he said, adding there are indications that we have other emerging industries where we had rather put our efforts to reskill the labour force of sunset industries.



Mr. Erik von Uexkull,
The World Bank Country Representative

The World Bank Country Representative, Mr. Erik von Uexkull, however stressed that the project is not at all an academic exercise. “On the contrary, what we are trying to look for are very concrete and actionable results on what can be done to help firms to further increase their productivity,” he stated.



Mr. Deepak Balgobin,
Executive Director, NPCC

“Improving productivity is not an easy task. This requires a holistic transformation, requiring productivity improvements to be charted differently, not only in terms of technology, regulations, industry structure, talent and skills, and productivity drive, but more importantly in terms of understanding our current status of productivity,” the Executive Director of the NPCC, Mr. Deepak Balgobin said.

NATIONAL LEADERSHIP ENGINE: LA FORMATION DES PARTICIPANTS PASSE À LA PROCHAINE ÉTAPE



La formation des participants dans le cadre du projet National Leadership Engine (NLE) lancé en janvier de cette année est sur le point de passer à la prochaine étape où les participants vont maintenant commencer à mettre en œuvre leurs projets communautaires.

La formation des participants, qui se tient dans 11 centres de jeunesse depuis le 12 janvier, a démarré par des sessions théoriques sur les compétences et la gestion en matière de leadership. Jusqu'à présent, les participants

ont eu l'occasion de découvrir les traits d'un leader et de voir comment ils pourraient développer leurs talents de leadership et agir en tant qu'agents de changement positif dans la société. Ils ont également appris comment identifier et mettre en œuvre des projets communautaires.

Dans l'étape suivante, ils devront maintenant mettre en œuvre un projet communautaire de leur choix en résolvant de manière novatrice des problèmes tels que l'analphabétisme,

le chômage, l'esprit d'entreprise, l'obésité, la toxicomanie, la grossesse précoce et la pauvreté. Ils seront encadrés par des formateurs comprenant du personnel du NPCC et des Youth Officers du ministère de la Jeunesse et des Sports tout au long du développement de leurs projets.

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**National
Leadership
Engine**



NATIONAL LEADERSHIP ENGINE: LA FORMATION DES PARTICIPANTS PASSE À LA PROCHAINE ÉTAPE Continued...



À travers les projets communautaires, les participants contribueront d'une part à résoudre les problèmes par le biais de projets et de solutions novateurs, qui auront un impact positif sur les membres de la communauté. D'autre part, ils auront l'occasion de démontrer leurs talents en tant que leaders dans la société.



Au cours des sessions théoriques, les participants ont été encouragés à se regrouper et à identifier les problèmes pour lesquels ils devront élaborer des projets qui apporteront à la fin des solutions durables et des changements positifs à long terme. Les groupes devront concevoir et mettre en œuvre leurs projets dans un délai raisonnable et démontrer comment les projets ont eu des résultats sérieux.

Le projet NLE est basé sur "The Leadership Brand" pour Maurice qui a été conçu dans le but de bâtir une réputation pour les leaders mauriciens exceptionnels possédant un ensemble de talents afin de répondre efficacement aux attentes de toutes les parties prenantes du pays. La marque mauricienne de leadership est basée sur quatre différenciateurs, à savoir 'Together', 'Innovating', 'Trusted' et 'Excellence'.

Le projet NLE est le premier du genre à Maurice et impliquera fortement la génération actuelle de notre peuple à apprendre et à adopter des compétences en leadership, ce qui aura un impact positif sur notre économie et la société dans son ensemble.



L'objectif général du projet est d'influencer les jeunes d'aujourd'hui pour qu'ils deviennent des leaders confiants, créant ainsi une nouvelle génération de dirigeants à tous les niveaux, capables de fonctionner de manière transparente dans les secteurs public et privé et dans la société civile.



CREATIVE PROBLEM SOLVING TECHNIQUES: HOW TO HONE DECISION MAKING ABILITIES



What are the tools and techniques used in getting the right solution for a particular problem at work?

How to adopt a creative thinking process that helps to take the best decisions?

This is what the participants of the Creative Problem Solving Techniques course came to discover on 12 and 13 February with Mrs. Françoise Marechal-Charlotte, Head of the Business Development and Consultancy unit and Mr. Thierry Marechal, Design, Innovation and Creativity Specialist at the NPCC.

The course targeted executives who have to solve workplace problems and implement the right solutions at the right time.

The course included role plays and games as well as a series of practical sessions that gave the participant a good overview of the different techniques for creative problem solving.

According to Samuel Ramsamy, who followed the two-day course, this training will help him to nurture his thinking process to formulate creative solutions for daily issues. **“Besides, this qualification is also going to make me more confident about my decision making abilities,”** he said.

In simple words, Creative Problem Solving may be defined as a problem solving technique that addresses a challenge or problem in a creative manner. The solution is creative because it is not obvious. To meet the criteria for solving a problem in a creative manner, the solution should resolve the declared problem in an original manner with the solution being reached independently. This idea generation strategy usually incorporates a team approach.

This is owing to the fact that people inside the workplace are allowed to engage in the process of change in their search for creative solutions.

To learn more about the forthcoming courses at the NPCC, go on the following link: <http://www.npccmauritius.org/pages/productivity-and-competitiveness-learning-centre/training-calendar>



RODRIGUES: ELIT PARTICIPANTS RECEIVE THEIR CERTIFICATES



Women entrepreneurs regrouped in different associations in Rodrigues received their certificates of attendance on 25 February after their participation in the English Language using Information Technology (ELIT) course.

Nadine Pierre, EFOI coordinator, explained that this programme has been of immense help and assistance to many women of Rodrigues regrouped in different associations. According to her, the results were tangible as the women participants witnessed an interesting transformation in the way they deal with their daily activities through the English language as well as Information Technology (IT) tools.

ELIT is a programme promoted by the NPCC and targeted to women aged 16 and above having a low academic background. NPCC partners with various Non-Government-Organisations (NGOs) to deliver the ELIT course.

The overall objective of the course is to raise the learners' level of functional English along with their computer skills such that they are empowered to take decisions and participate effectively in society.

INNOVED 2019 KICKS OFF

The National Productivity and Competitiveness Council (NPCC) has launched the 2019 edition of InnovED targeted towards secondary educational institutions and Mauritius Institute of Training and Development (MITD) centres across Mauritius and Rodrigues.

InnovED 2019 comes with a host of innovations such as an Innovation Club at school level, a MasterClass on Innovation in Education and a 'CREATHon'. Participating students will have the opportunity to convert their prototypes developed in the Innovation Clubs into products or services with assistance from experts.

For the 2019 edition which has been themed "Mind to Market", the NPCC will again build on the theory of Multiple Intelligences along with themes targeting the creative industries, including Interactive Media, Cultural Heritage, Performing Arts, Visual Arts and Craft, Design and Languages and Publishing.

The Innovation Club will be one of the main highlights of InnovED this year as it will act as a platform for the participants to develop their projects. The Innovation Clubs will be set up at each participating institution and benefit from an online training offered by the NPCC.

The idea behind the Innovation Club is to act

as a thinktank and provide a framework for students to develop their skills in creativity and innovation.

Moreover, the MasterClass on Innovation in Education has been organised to provide higher level training to facilitators promoting innovation in education.

On the other hand, the projects submitted by students through their Innovation Clubs will be further improved by experts in a CREATHon. The CREATHon will be a full day event involving a pool of experts to assist each team to further develop the prototypes into product or services.

InnovEd is a project organised by the NPCC in collaboration with the Ministry of Education and Human Resources, Scientific Research and Tertiary Education and the MITD. The objective is to promote and instill creative, critical and innovative thinking among students. It aims at fostering creativity in schools to better prepare students for further education and employment.



COURSE ON TRAIN-THE-TRAINERS FOR ON-THE-JOB FACILITATORS



This two-day workshop is designed for trainers who have to develop training programs that are meaningful, practical, and will benefit both trainees and the organizations they work for.

OBJECTIVES OF THE COURSE

To enable participants to:

- develop training skills to deliver on-the-job training.
- create structured on-the-job training sessions.
- adapt training based on the level of competency of learners.
- deliver dynamic training sessions.

TARGET AUDIENCE

Managers, trainers, supervisors and team leaders, and other on-the-job facilitators.



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 9H00-16H00

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