



**MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS**

**MAURITIUS**

31 August 2015

Ministry of Civil Service and Administrative Reforms

Circular Letter No 28 of 2015

E/70/122/05

**From : Senior Chief Executive, Ministry of Civil Service & Administrative Reforms**

**To : Supervising Officers in charge of Ministries/Departments**

**Pool of Facilitators - ISO Projects**

The Mauritian Standard ISO 9001:2008 is an international standard which defines the basic elements of a Quality Management System that organizations can use to ensure delivery of quality services.

2. In line with Government's vision to bring about transformational change for ensuring that the Civil Service performs more efficiently and effectively, this Ministry has been promoting the adoption of ISO principles by Ministries/Departments.

3. In this connection, this Ministry has been providing the services of Facilitators to guide and assist government organizations embarking on ISO projects (MS ISO 9001:2015). It is now envisaged to enlarge the pool of Facilitators to cater for the growing demand from organizations embarking on ISO projects. As such, this Ministry proposes to train other Public Officers willing to assist in the implementation of ISO projects. Facilitators should, *inter-alia*:

- (a) hold a Degree in the field of Quality Management, Management or an equivalent qualification;
- (b) have good interpersonal, communication and leadership skills; and
- (c) reckon at least 7 years of service in a substantive capacity.

4. On selection, Facilitators would be provided with appropriate training to implement the Quality Management System in Ministries/Departments. They would be paid an appropriate fee on the successful implementation of ISO projects.

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5. Officers who wish to act as Facilitator are invited to submit their application, on the basis of the attached pro-forma, to the Administrative Reforms Division of this Ministry, 10<sup>th</sup> Floor, SICOM Building 2, Cnr Chevreau & Reverend Jean Lebrun Street, Port Louis by **Wednesday 30 September 2015**. The form can also be downloaded from this Ministry's website at <http://civilservice.govmu.org>.

6. For any additional information, Mrs M. Bijloll or Miss V. Rama may be contacted on telephone number 405 4100 or through e-mail [mcsa-aru@govmu.org](mailto:mcsa-aru@govmu.org).

7. It would be appreciated if the contents of this Circular Letter could be brought to the attention of all officers concerned.



(P. Jhugroo)  
Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service

# MINISTRY OF CIVIL SERVICE & ADMINISTRATIVE REFORMS

## APPLICATION TO ACT AS FACILITATOR FOR ISO PROJECTS

### 1. Particulars of Applicant

Surname: .....

Other Names: .....

Sex: .....

Age: ..... Date joined service: .....

Present post held: ..... Date of present appointment: .....

Present posting: .....

Residential Address: .....

Tel No: ..... Mobile no: ..... Fax No: .....

E-mail: .....

### 2. Qualifications Level

Post-Secondary Qualifications	Examining Body	Date obtained

I certify that the information above is correct.

Date: .....

Signature: .....

### 3. To be completed by the Human Resource Division of the Ministries/ Departments where the applicant is serving.

The particulars given by the officer at Section 1 above have been checked and found correct against available records.

Full name: .....

Designation: .....

Date: .....

Signature: .....

### 4. To be completed by the Supervising Officer of the Ministries/ Departments where the applicant is serving.

I recommend /do not recommend the officer to act as Facilitator:

.....  
.....  
.....

Name: .....

Signature: .....

Date: .....