



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

06 May, 2003

Circular Letter No. 18 of 2003
E/60/28/17

From: Acting Secretary for Public Service Affairs

To: Supervising Officers in Charge of Ministries/Departments

Workshop on Quality Awareness

In the context of Administrative Reforms, this Ministry, in collaboration with the Mauritian Quality Institute, is organising a half-day workshop on Quality Awareness on Wednesday 14 May 2003 from 9 00 hrs to noon in Sir Harilal Vaghjee Hall, Government Centre, Port Louis.

2. The workshop will be conducted by Mr Girdhar Gyani, Senior Director of the Indian Institute of Quality Management and will focus on the following topics:

- (a) Quality Management System
- (b) TQM and ISO (The eight management principles)
- (c) Leadership
- (d) Teamwork
- (e) Customer Orientation
- (f) TQM Tools
- (g) TQM Model: The US Malcolm Baldrige Award

3. A copy of the programme is enclosed.

4. It would be appreciated if you or a Senior Officer of your Ministry/Department could attend the workshop. Furthermore, the Desk Officer for Reforms in your organisation is also invited to attend. A participation form is enclosed. Kindly fill in the participation form and return same to the Administrative Reforms Unit of this Ministry by Friday 9 May 2003.

5. Thanking you for your collaboration.

(K.R. Mudhoo)

Acting Secretary for Public Service Affairs

Copy to:

Secretary to Cabinet and Head of the Civil Service

Annex to Circular Letter No 18 of 2003
Ministry of Civil Service Affairs and Administrative Reforms

Half-Day Workshop on Quality Awareness

venue : *Sir Harilal Vaghjee Hall, New Government Centre, Port Louis*
date : *Wednesday 14 May 2003*

PROGRAMME

09 15 hrs	Registration of Participants
09 30 hrs	Welcome Address by Mr D.P. Ruhee Secretary for Public Service Affairs
09 35 hrs	Address by Mr A. Salauroo President, Mauritian Quality Institute
09 45 hrs	Address by Hon. A.S. Jeewah, MP Minister of Civil Service Affairs and Administrative Reforms
10 00 hrs	TEA BREAK
10 15 hrs	Presentation on Tools and Concepts on Quality Management by Mr Girdhar Gyani, Senior Director of the Indian Institute of Quality Management
12 00 hrs	End of Workshop

Ministry of Civil Service Affairs and Administrative Reforms

PARTICIPATION FORM

Half-day workshop on Quality Awareness at Sir H. Vaghjee Hall, Port Louis
on Wednesday 15 May 2003

1. *Name of Participant:*
2. *Designation:*
3. *Section/Unit:*
4. *Min/Dept/Org:*.....

Date:

Signature:.....
