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MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

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Ministry of Civil Service Affairs and Administrative Reforms
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From: Senior Chief Executive, Ministry of Civil Service Affairs and Administrative Reforms
To: Supervising Officers in charge of Ministries and Departments

ISO Projects

As you are aware, in the context of Administrative Reforms, a multi-faced approach is being adopted to increase the efficiency and effectiveness of the Public Service in order to provide a cost-effective and quality service to stakeholders, in particular members of the public. In this context, ISO principles has been adopted to promote a quality culture in the Public Service.

2. So far, twenty-five Ministries and Departments, are implementing ISO Principles based on the International Organisation for Standardisation. Twelve organisations have up to now been ISO certified.

3. The benefits of implementing such a Quality Management System are enormous. The reviewing of systems and processes has enabled the overhauling of unnecessary procedures and the elimination of bottlenecks. Records are now kept in a systematic way and are easily traceable. Standardisation of procedures and the implementation of quality policy have resulted in the reduction of processing time which benefits both the officers and the customers. Over and above all, a change in the mindset of officers is gradually seeping through as public officers are becoming more conscious of their roles and responsibilities to provide the right quality of service in a consistent manner that meets public expectations.

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