



53

MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

27 August 2004

Ministry of Civil Service Affairs and Administrative Reforms
Circular letter No. 47 of 2004
E/70/122/04 V4

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

Awareness Session in MS ISO 9001:2000

As part of our strategy in administrative reform, ISO principles have been implemented in Ministries and Departments. So far, twelve organizations have been ISO certified. Adoption of ISO principles in Public Sector organization is bringing a paradigm shift towards the institutionalization of a quality culture geared towards customer satisfaction.

2. 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 kept in a systematic way and are easily traceable. Standardization 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 expectation.

3. As highlighted in this Ministry's Action Plan 2004-2005, it is the objective of this Ministry to extend the implementation of ISO principles to other Ministries and Departments which have not yet embraced this concept. Following this Ministry's circular letter dated 07 May 2004, some 36 Organisations have shown a keen interest to implement the ISO Principles in a wide spectrum of public sector activities

4. This Ministry, in collaboration with the Mauritius Standards Bureau, will organise an Awareness session in MS ISO 9001:2000 which will be held on Thursday 02 September at 13.00 hrs in the Lunch Room of the National Assembly. The session will focus on the following:-

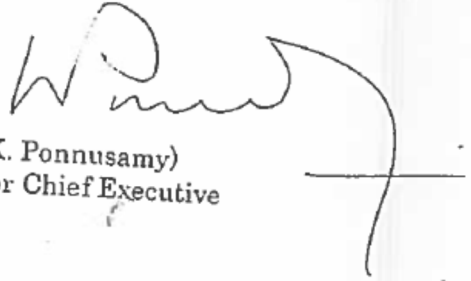
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- ⊙ Overview of MS ISO 9001:2000 requirements
- ⊙ Implementation of MS ISO 9001:2000
- ⊙ Advantages of MS ISO 9001:2000
- ⊙ Route to Registration

5. It would be appreciated if representatives of Ministries, Departments and Organisations which are already ISO Certified or are at the implementation stage or are now embarking on such initiatives could be delegated to attend the session.

6. Please confirm participation and submit the duly filled in participation form to the Administrative Reforms Unit by Tuesday 31 August 2004. (Fax no 212-9528).



(K. Ponnusamy)
Senior Chief Executive

Copy to:

Secretary to Cabinet and Head of the Civil Service

Annex to Ministry of Civil Service Affairs and
Administrative Reforms Circular Letter No. 47 dated 27 August 2004

MINISTRY OF CIVIL SERVICE AFFAIRS
& ADMINISTRATIVE REFORMS

PARTICIPATION FORM

Awareness Session in MS ISO 9001:2000

Lunch Room, National Assembly

Thursday 02 September 2004

1. Name of Participant:
2. Designation:
3. Ministry/Department/Organisation:
4. Telephone/Fax:
5. E-Mail Address:

Date:

Signature

