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Ministry of Civil Service Affairs and Administrative Reforms

21 December, 2001

Circular Letter No. 45 of 2001
E/70/122/04

From: Secretary for Public Service Affairs

To: Supervising Officers i/c Ministries/Departments

Training of Facilitators in ISO 9000: 2000

In line with this Ministry's Action Plan 2001-2003, an integrated approach is being adopted for the institutionalisation of a total quality management culture in the Civil Service. The implementation of ISO Standards in Ministries/Departments is one of the strategic objectives aimed at improving both processes and customer care.

2. In this connection, this Ministry is proposing to hire the services of an overseas Consultant to train a pool of facilitators who will assist in the implementation of ISO Projects.
3. The training sessions will be conducted over a period of six days and are tentatively scheduled for the third week of January 2002.
4. The course will be an interactive and "hands-on" workshop designed to assist officers to understand fully the quality management principles and ISO 9000: 2000 related standards as well as process management and measurement.
5. As part of the deliverables, a project implementation plan with a specific timeframe for each Ministry/Department already identified for ISO 9000 will be worked out by the Consultant together with officers concerned during the course module.
6. I should be grateful if you would submit to this Ministry by Monday, 31 December 2001, the names and designation of four officers of your Ministry/Department, in order of priority, who would be willing to follow the above training course.
7. In view of the limited number of seats, priority of consideration will be given to officers belonging to organisations which have already embarked on the ISO quality management system.

D. P. Ruhee
Secretary for Public Service Affairs

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Secretary to the Cabinet and Head of the Civil Service