MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

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

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

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