



MINISTRY OF CIVIL SERVICE AND ADMINISTRATIVE REFORMS

MAURITIUS

04 August 2010

Ministry of Civil Service and Administrative Reforms
Circular Letter No. 36 of 2010
E/70/1/1/95 V1

From: Senior Chief Executive, Ministry of Civil Service and Administrative Reforms

To: Supervising Officers i/c Ministries/Departments

Training Course on Total Quality Management (TQM)

This Ministry is proposing to mount and organize a two-day training course for public officers who are keen to initiate and implement the TQM approach for activities within their Ministry/Department. The training sessions will be held for a maximum of 105 officers grouped in 3 batches, as from the first week of September 2010 at the Lecture Room, 6th Floor, Fooks House, Bourbon Street, Port Louis. Based on the feedback from trainees, the course may be replicated at a later stage.

2. Copy of the training programme with course content and objectives is at Annex 1.
3. In this context, Supervising Officers in charge of Ministries/Departments are invited to submit, in order of priority as per pro-forma at Annex 2, **the names of officers from the grades of Assistant Secretary, Office Management Executive, HEO, Office Supervisor/Officer-in-Charge of Registry**. The proposed nominations should reach the Ministry of Civil Service and Administrative Reforms, Human Resource Development Division, 4th Floor, Atom House, Royal Street, Port Louis, at latest by **noon on Friday 20 August 2010**.
4. I rely on your usual collaboration and support in our capacity building initiatives for a modern and efficient public service.

S. Seebaluck
Senior Chief Executive

Copy to: Secretary to Cabinet and Head of the Civil Service

**Training course
on
Total Quality Management (TQM)**

OBJECTIVES

The objectives of the course are, inter alia, to:

- (i) Understand the concept of TQM in order to better evaluate TQM implementation proposals in the public sector;
- (ii) Sensitise participants on the principles inherent to a TQM approach to improve organizational performance;
- (iii) Understand existing initiatives being undertaken in the Civil Service to achieve TQM.

PROGRAMME CO-ORDINATORS

- ❖ **Mr. N. LOBIND**
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Ministry of Civil Service & Administrative Reforms
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- ❖ **Mrs. M. BAULACKY**
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- ❖ **Mr. P. K. ANNATOOAH**
Officer
Ministry of Civil Service & Administrative Reforms
Tel: 213 1882 Fax: 213 7187
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Dates:

*Batch 01: 07 – 08 September 2010
Batch 02: 14 - 15 September 2010
Batch 03: 27 - 28 September 2010*

Venue:

*6th Floor,
Fooks House,
Bourbon Street,
Port Louis*

Day 1

08 45 - 09 00 hrs	REGISTRATION OF PARTICIPANTS
09 00 – 10 30hrs	<p><u>Understanding TOM</u></p> <ul style="list-style-type: none"> • Definition • Elements of TQM • TQM Gurus • Measuring Service Quality • Recognition and rewards • Differences between traditional management and TQM • Planning for quality • Commitment and Leadership
10 30 – 10 45hrs	<i>TEA BREAK</i>
10 45 – 12 00hrs	<p><u>Customer Focus</u></p> <ul style="list-style-type: none"> • Customer Care • Counter Services • Citizens' Charters • Feedback mechanisms • Measuring customer satisfaction • Complaints handling • Trends in the service sector • Excellent Customer Service Award Scheme • National Quality Award / Public Service Excellence Awards
12 00 -13 00 hrs	<i>LUNCH</i>
13 00 – 14 30 hrs	<p><u>Employee Relations</u></p> <ul style="list-style-type: none"> • Application of Employment Relations Act to the Civil Service • Protection of Fundamental Rights • Collective Bargaining • Settlement of disputes <ul style="list-style-type: none"> - Effective communication - Consultations - Mediation / Negotiations - Court settlements
14 30 – 14 45 hrs	<i>TEA BREAK</i>
14 45 – 16 00 hrs	<p><u>Performance Management System</u></p> <ul style="list-style-type: none"> • Institutional Framework • Developing the workplan • Managing Performance • Conflict Management • Interviewing techniques

Day 2

09 00 – 10 30 hrs	<p><u>ISO 9000 Quality Management Systems (QMS)</u></p> <ul style="list-style-type: none"> • ISO 9000 series of Standards • QMS • Quality Systems Principles • Characteristics of services • Process Analysis • Service quality
10 30 – 10 45 hrs	<i>TEA BREAK</i>
10 45 – 12 00 hrs	<p><u>Administrative Reforms</u></p> <ul style="list-style-type: none"> • Strategic Quality Plan • Process Management • Change Management • Management reviews • Gemba Kaizen • Code of Ethics
12 00– 13 00 hrs	<i>LUNCH</i>
13 00 – 14 15 hrs	<p><u>Legal Framework</u></p> <ul style="list-style-type: none"> • Good Governance • Public Bodies Appeal Tribunal • Pensions Reform
14 15 – 14 30 hrs	<i>TEA BREAK</i>
14 30 – 15 45 hrs	<p><u>E- government Initiatives</u></p> <ul style="list-style-type: none"> • Computerised Registry System • Human Resource Management Information System • Electronic Attendance • Government e- services
15 45 – 16 00hrs	<i>EVALUATION & AWARD CERTIFICATES</i>

Please note that Subscription Forms for library and Registration Forms for IC3 Course are available at the counter on request.

Ministry of Civil Service and Administrative Reforms

Training course on Total Quality Management (TQM)

Ministry / Department:

Title	Other Name (s)	Surname	Date of Birth	Designation	Contact Details (Telephone, Mobile, Fax, E-mail)

Approved and submitted by:

Name:

Date:

Signature: