



MINISTRY OF CIVIL SERVICE AFFAIRS
AND ADMINISTRATIVE REFORMS
MAURITIUS

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Circular Letter No. 5 of 2002

From: Secretary for Public Service Affairs

To: Supervising Officers in charge of Ministries/Departments

**Towards a MUDA - Free Public Service -
Sensitisation/Training in Gemba Kaizen Principles**

In line with this Ministry's Action Plan 2001-2003, "Towards the Modernisation of the Public Service" a multi-faceted approach is being adopted for the institutionalization of a Total Quality Management culture in the Public Service.

In addition to reform initiatives already underway to improve processes through the implementation of ISO Standards in some sectors, it is felt that the application of other management principles such as Gemba Kaizen could be adopted in the Public Service to foster continuous improvement within organizations. Gemba (the real place of action) Kaizen (small and low cost changes that result in big improvement) aims at identifying, reducing and eliminating MUDAs which are non-productive and non-value added activities. These principles will help to review standards, promote good house keeping and develop group activity problem solving.

It is, in this context, that this Ministry has endorsed the recommendations of the Task Force on Quality Management for the organization of the following programmes by the National Productivity and Competitiveness Council (NPCC):

- (i) A two-hour sensitization programme on productivity concepts to be conducted free of charge by the NPCC for the whole public service, on demand. The sessions would be organized preferably on site at the requests of Ministries/Departments which will have to channel all requests to the Ministry of Civil Service Affairs and Administrative Reforms which will coordinate these sessions.
- (ii) A one-day training workshop in Gemba Kaizen to be organized for facilitators on Thursday 21 March 2002 at 9.00 a.m. at the Conference Room of the NPCC, Ground Floor, St. James Court, St. Denis Street, Port Louis.