

National Quality Week

**Welcome Address by Mr. Jhugroo, Supervising Officer,
Ministry of Civil Service and Administrative Reforms
Talks on 'Excellence in the Delivery of Public
Services' and 'Complaints handling in the Public
Service'**

Senior Chief Executives

Director, PRB

Supervising Officers of Ministries/Departments

Our Special Guests Mr. Paul Cooper & Mr. Alan Power

The President of MQI, Mr. Zandaza

Principal Assistant Secretaries

Ladies and Gentlemen

It gives me great pleasure to welcome you here today for the talks by Mr. Cooper and Mr. Power in the context of National Quality Week. The promotion of quality services is high on the Government's agenda and of the Public Service. To put people first means that we have to ceaselessly devote time and energy to the delivery of quality services. This implies "Putting Customers First", which is precisely the theme of this year's national Quality Week.

I wish to point out that at the first high level Public Service Conference on Managing Change held in June 2005 in Trinidad and Tobago under the aegis of the Commonwealth Association of Public Administration & Management (CAPAM), there was a clear indication that public service organisations are eager to engage fully in the transformation of the Public Service.

But what came out in a remarkable way among the eight main recommendations for the way forward was that the first recommendation that was unanimously adopted read as follows:-

“ISO the way to go” which was followed by others. e.g “Strategic Planning”, “Business Reengineering”, “Benchmarking”, “Leadership with Character”.

I referred to the above just to bring to light that public sector organisations worldwide and especially in Singapore, Malaysia and New Zealand have chosen to set their sights on quality standards – e.g the ISO Principles developed by the International Organisation for Standardisation, as a guide for achieving organisational excellence.

Today the challenge is to reform the Public Service in such way and such a fundamental way, that it remains perpetually equipped to respond to change. Adaptability must join efficiency, high quality, integrity and organisational excellence as characteristics of the Public Service in transformation.

The benefits of adopting quality standards are diverse e.g

- **the ISO 9000 Standards enable the organisation to comply with customer requirements;**
- **they allow to compete locally and internationally;**
- **they help to improve the management system – e.g in minimising repetitive Processes and auditing – identification of key and core processes and key performance criteria.**
- **Above all they help inspire commitment from top management and employees for providing**

quality services and develop a culture of performance.

➤ **ISO 9000 – other Standards models are based I on 3Ps**

➤ **Policy – Documented policy of intent to fulfil customer requirements - Documented Management System.**

➤ **Procedures – step by step details
Defined Process**

➤ **Practice - This means –**

Say what you do

Do what you say

Record the results

Improve it

Ladies and Gentlemen, the “*raison d’etre*” of the Public Service is the Customer, the Citizen, the Public. We are dependent on the public and we are here to serve them. We should therefore strive to provide to them services of the best quality. The

quest for quality and excellence in service delivery is a never ending one and it is and should be the concern of everybody.

As Mahatma Gandhi rightly pointed out:

“A customer is the most important visitor to our premises. He is not an interruption to our work, he is the purpose of it”.

At the Ministry of Civil Service & AR we have been having an integrated approach for several years now in promoting a culture of quality in the public service. With the new reform's underway e.g Government Programme/Budget Speech - a new public management culture is in the making. This is why we have seized the opportunity of this important event which is the National Quality Week, and of the presence in Mauritius of two eminent personalities from the United Kingdom with wide experience in the field of Customer Services. Today they will be talking of “Excellence in the Delivery of Public Services” and “Complaints handling in the Public Service”.

We are happy that we are today undertaking this major initiative in partnership with the Mauritian Quality Institute and on behalf of the Ministry of Civil Service & AR we thank them for the challenging work they are pursuing to make Quality part of our national culture.

