

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

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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	<u>Understanding TQM</u> <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	<u>Customer Focus</u> <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	<u>Employee Relations</u> <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	<u>Performance Management System</u> <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.