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Newsletter

National Productivity and Competitiveness Council

NPQC 2018 REWARDS THE BEST PROJECTS

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They were registered into three categories, namely Small and Medium Enterprises (SMEs), large companies and public sector organisations. A total of 114 local organisations had taken part in the convention, which required them to present projects and initiatives that would bring in higher productivity, quality and innovation in their operations.

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NPCC staff provided continuous assistance to the teams so that they could present their projects according to the standards set for the convention. A panel of local jurors was constituted to assess the projects that were presented on Wednesday 1 and Thursday 2 August at Le Meridien Hotel. The participants competed for the Gold, Silver and Bronze awards. *Continued P4*



INTERVIEW

DEEPAK BALGOBIN:
“THERE IS NO SPEED LIMIT ON THE ROAD TOWARDS EXCELLENCE”

Read more on page 2



INTERVIEW

DEEPAK BALGOBIN: “THERE IS NO SPEED LIMIT ON THE ROAD TOWARDS EXCELLENCE” *(Continued)*

Mr. Deepak Balgobin, the Executive Director of the NPCC, in the following interview, candidly shares his views on productivity and the role of the NPCC in Mauritius. He does not mince his words when it comes to run the extra mile to achieve a higher level of productivity for Mauritius, which ultimately will further fuel the local economic machinery for stronger growth and sustainability.



Mr. Deepak Balgobin, the Executive Director of the NPCC

As the new Executive Director of the NPCC, Mr. Balgobin, what is your assessment of the current situation of the productivity level in Mauritius and what are the challenges that you foresee in the medium and long terms?

First, I would say that the NPCC has a crucial role to play in the Mauritian economy. Since its inception 18 years ago, the organization has achieved tremendous feats, yet we have to agree on the fact that times are now changing and we need to adapt so that we can sustain the productivity movement. The NPCC has had an enormous impact on the national economy and we must not spare any effort to maintain that impact and even increase it now in the face of globalization and economic evolutions.

All the sectors in the Mauritian economy, be it in the primary, secondary or tertiary industries, have no choice but to transform themselves to become more productive, resilient and sustainable.

Coming to the challenges, I would say there is no dearth of any at the moment we are talking. An ageing workforce, trade barriers being eliminated, protection nets being removed, more demands for consumption goods are a few of the challenges that the economy is facing.

This implies we have to bring our productivity level higher so that we deliver better results and make our sectors healthier and more fit to respond to these challenges.

“All the sectors in the Mauritian economy, be it in the primary, secondary or tertiary industries, have no choice but to transform themselves to become more productive, resilient and sustainable.”

A re-engineering exercise is seemingly in the pipeline. How do you see the role of the NPCC in the years to come?

As I said earlier, the NPCC has a very important role to play in the Mauritian economy. The last budget speech read by the Prime Minister and Minister of Finance and Economic Development, Hon Pravind Kumar Jugnauth, has stressed on the importance of productivity in different sectors of the economy. A host of projects have been announced where productivity happens to be the keyword.

As such, the NPCC has to gear up to bring a stronger contribution to the economy through its support to the different projects of the government. We want to maintain the strong posture that Mauritius enjoys in this part of the world. For this to happen, it goes without saying that even the NPCC will have to transform itself so that it helps the economy grow further in view of the rapid change in the business environment where technology is changing everything. We cannot afford to lag behind. The challenges are big, but our ambitions are bigger. There is no speed limit on the road towards excellence.

What are the projects that you have set to make the organization more robust and responsive to the needs of the economy?

Our strategic plan which covers a period of five years has already enunciated a number of projects intended to boost up the productivity level of the country. At the moment, we are in talks with the World Bank regarding the production of a report that will give us a bird's eye view of the productivity issues and capacity in Mauritius.

It will indicate our position with respect to our efforts and input and what has to be done in the short and medium terms to elbow out the obstacles that hinder our productivity initiatives. Another important project is the National Leadership Engine.

This ambitious national project intends to inculcate a sense of leadership and productivity among our youth. We just realized another important project, the National Productivity and Quality Convention in which local organisations were invited to showcase their projects linked to productivity and quality through Quality Circles, Innovation, Business Excellence, Productivity Improvement and Lean Management.

What would you say about the evolution on the global economic scenery?

I think we should be on our guards regarding the global economic tensions emanating from the financial crisis in 2008, the dismantling of trade barriers and even the issues of climate change.

As a body tasked with boosting the national productivity, we should now act faster and respond in a more efficient manner to what is happening around us.

The challenges are enormous both at local and international levels. There has been definitely a growth in productivity and we need to keep that momentum.

I believe the government has created the right environment for enhanced economic growth. But for this to happen, we need to have a higher level of productivity. We already have the right strategy, so what remains to be done is executing this strategy and take action to ensure a high level of innovation and competitiveness.





NPQC 2018 REWARDS THE BEST PROJECTS

(Continued)

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A panel of local jurors was constituted to assess the projects that were presented on Wednesday 1 and Thursday 2 August at Le Meridien Hotel. The participants competed for the Gold, Silver and Bronze awards.

On Friday 3 August, an international panel of jurors, comprising Mr. D.K. Srivastava, the Executive Director of the Quality Circle Forum of India, Mr. PengYong Tan, the Vice President of the Singapore Productivity Association and Prof. Daniel Khan, O.B.E, Chief Operation Officer of the Institute of Productivity, UK, assessed the best entries out of which six (two from each category) were chosen as the grand winners.

GRAND WINNERS



Cheekips Ltd



Kanhye Health Foods Co Ltd



SOFAP Ltd



Cervonic Ltd



Central Electricity Board



Haemophilia Association of Mauritius



GOLD AWARDEES



LARGE PRIVATE ENTERPRISES

- Avipro Co Ltd
- Cervonic Ltd
- SOFAP Ltd
- The Westin Turtle Bay Resort & Spa



SMEs

- CheeKips Ltd
- Kanhye Health Foods Co Ltd
- Local Hands Association



GOVERNMENT DEPARTMENTS AND PARASTATALS/NGOs

- Sir Leckraz Teelock SSS
- Central Electricity Board
- Haemophilia Association of Mauritius
- Maritime Air Squadron, NCG
- Rajiv Gandhi Science Centre

SILVER AWARDEES



SMEs

- CheeKips Ltd
- Chelvan furniture Ltd
- English Bay co Ltd
- Hyundai Neel Wacor Tec Ltd
- Merits Consulting Engineers Ltd
- Royaume Des Delices Ltd

LARGE PRIVATE ENTERPRISES

- ABC Motors Company Ltd
- Avipro Co Ltd
- Axess Ltd
- Marine biotechnology products
- Marine biotechnology products
- MauBank Ltd
- Princes Tuna Mauritius Ltd
- Scomat Ltee

GOVERNMENT DEPARTMENTS AND PARASTATALS/NGOs

- Central Informatics Bureau/Ministry of Technology, Communication and Innovation
- Central Water Authority
- Central Water Authority
- Employees Welfare Fund
- Entomology Division, Agricultural Services, Ministry of Agro-Industry and Food Security
- Joint Collaboration UoM/UTM/OUM/UDM/MIE
- La Tour Koenig Police Station
- Mauritius Institute of Health
- National Women's Council
- NGO Trust Fund

BRONZE AWARDEES



SMEs

- AAH Upholstery Ltd
- Amity Global Business
- Brightthrough Ltd
- Creative Sign Ltd
- Hampa Ltd
- Mashov Ltd
- Mooneeram printing
- Neel Contracting Ltd
- Creative Sign Ltd

LARGE PRIVATE ENTERPRISES

- Archemics Ltd
- Axess limited
- Building & Civil Engineering Co. Ltd
- EO Solutions Ltd
- Froid Des Mascareignes
- Greenwich Univesity Pakistan Mauritius
- Logidis Ltd
- Princes Tuna Mauritius Limited
- Rey & Lenferna Ltd
- SOFAP Ltd
- Archemics Ltd

GOVERNMENT DEPARTMENTS AND PARASTATALS/NGOs

- Citizen Support Unit, PMO
- Coronary Care Unit, Dr A.G.Jeetoo Hospital
- Employees Welfare Fund
- Food Technology Laboratory
- Keats College
- Mauritius Fire and Rescue Service - Fire Safety Enforcement Unit
- Mauritius Housing Company Ltd
- Mauritius Hydrographic Service, Ministry of Housing and Lands
- Mauritius National Assembly
- Mauritius Prison Service (MPS)
- Municipal Council of Curepipe
- Open University of Mauritius
- Physiotherapy Department-Flacq Hospital
- Sebastopol SSS
- Tourism Authority



Mr. Deepak Balgobin,
the Executive Director of the NPCC

“The first edition of the NPQC is intended to be a trendsetter in inspiring and motivating organisations to adopt a culture of productivity, quality and innovation. The six grand winners will now participate in the International Convention for Quality Control Circles (ICQCC 2018) in Singapore from 22 to 25 October 2018. They will have the opportunity to meet representatives of global companies and learn from their experience, benefitting from a significant exposure at an international event”

Testimonials from the International Jurors



**PengYong Tan, Vice President,
Singapore Productivity Association**

Productivity and Quality are both integral components in enabling a company and a country to remain competitive. At the company level, they are critical components of operational strategies. Productivity Enhancement is important to ensure optimal performance and utilization, which results in higher profits and value creation for stakeholders (customers, employees, etc.).

Quality Management, on the other hand, is important to maintain customer satisfaction and to build good reputation through consistency of product or service delivery while managing operating costs (by reducing the risk and cost of replacing defects). Singapore actively seeks to promote Productivity and Quality, together with a suite of other business capabilities (e.g. innovation, intellectual property management, branding). This ensures that companies and organizations are equipped with the right knowledge and resources to be competitive, which in turn, allow the Singapore economy to remain competitive globally. The pursuit of Productivity and Quality is a continuous journey for the betterment of humankind.



**Prof Mohamed Khan, OBE – Chief
Operations officer of the Institute
of Productivity, UK**

The United Kingdom is facing a Productivity challenge as we leave the EU and compete globally to sell our goods and services.

The government therefore has to be proactive in driving the Productivity agenda through all spheres of its operations utilising established practices but also being innovative in developing new approaches to improve efficiency and effectiveness. They have to also create an economic and Business infrastructure that encourage investment and competitiveness.

This is a similar challenge facing the Mauritius government as it seeks to develop the economy and increase the range of Industry sectors operating here.

The challenge for businesses is to get the balance right between the Productivity and Quality spheres. A good quality product or service delivered at the right price. This has to be done through technology, processes and people.



**D. K. Srivastava
Executive Director Quality Circle
Forum of India**

The National Productivity and Quality Convention (NPQC) 2018 was commendably a great success as per my experience. Participation from 114 organisations (MSMEs, Govt organisations and large scale industries) in the first year of NPQC itself indicates the bright future.

I would like to congratulate the dedicated team work of NPCC headed by the dynamic Executive Director and the entire team. The government support was remarkably thoughtful and excellent. The support of the His highness -President of Mauritius with his physical presence in the Valedictory session along with the presence of various other ministers and industrialists, is great motivation to the movement.

We wish the team all the success for future endeavours and would look forward to help in the progress of this Quality Concepts movement in Mauritius on behalf of QCFI team as well.

NPQC 2018

NATIONAL PRODUCTIVITY AND QUALITY CONVENTION

MAURITIUS

HIGHLIGHTS OF NPQC 2018



SPECIAL THANKS TO OUR PARTNERS



MAURITIUS TO BECOME 14TH ICQCC MEMBER



Mauritius is soon to rub shoulders with Asian stalwarts that would help the country benefit from international expertise in productivity and competitiveness. Thanks to solid contacts by the Executive Director of the NPCC, Mr. Deepak Balgobin, Mauritius is on the track to become the 14th member of the International Convention on Quality Control Circles (ICQCC).

Mr. Balgobin has already established contacts with the Singapore Productivity Association, the organizer of the ICQCC 2018. This membership will open opportunities for future networking and exchange between the NPCC and the other member countries.

Over the last 42 years, the ICQCC has been regarded as the de facto international event for work improvement teams to pitch their projects to an independent pool of international assessors, with the intent of attaining international recognition and cross-learning. Annually, ICQCC attracts between an average of 1,500 delegates from more than 330 teams across the 13 economies and beyond.

It is interesting to note that the six grand winners of the National Productivity and Quality Convention (NPQC) 2018 will participate in the ICQCC 2018 in Singapore in October.



Annually, ICQCC attracts between an average of 1,500 delegates from more than 330 teams across the 13 economies and beyond.



ARCHEMICS FULLY SET ON THE TRACK OF QUALITY AND PRODUCTIVITY WITH NPCC



The Archemics team set up the 'Together for Innovation' programme with the assistance of the NPCC.

With the help of the NPCC, Archemics, specialized in the production of household, industrial detergents, cosmetics, industrial and adhesives, textile auxiliaries, had embarked on an Innovation and Quality Circle (IQC) programme in February 2017, which ended in July with the Innovation Awards, confronting seven projects.

Dubbed 'Together for Innovation', this programme kicked off with around 30

participants from all departments and levels comprising floor, frontline and management. The participants benefitted from a hands-on training with NPCC and had to identify problems in the company, set up cross-functional teams and apply the tools learnt to solve the problems. The proposed solutions and implementation plans went through a Steering Committee for validation.

With the aim to create an environment that encourages innovation, Archemics did a

blending of creativity with business processes to ensure innovative ideas become of value to their organisation. It was important to give space to the participants from their routine activities, so that they could take a step back and reflect on the problems being faced by the organisation. This programme resulted in the setting up of seven cross-functional teams with seven diverse and amazing projects addressing problems across the organisation and in line with Archemics commitments towards its People, its Performance, its Consumers and the Planet.

An IQC convention was organised on 6th July where all the teams showcased their projects to the employees, as well as a jury panel comprising members of NPCC, Association of Mauritian Manufacturers (AMM) and Harel Mallac. The criteria used to assess the projects were aligned with those of the National Productivity and Quality Convention (NPQC).

The three awardees were:

1. Team Transformers 2.0 to improve the packaging of grout
2. Team Kazdepart to tackle controlled access in the Laboratory and
3. Team STRES to address environmental emission.

STATISTICS MAURITIUS GETS ENCOURAGING PRODUCTIVITY FIGURES

Statistics Mauritius released some highly motivating figures lately, indicating a surge in our national productivity level during the past decade. According to Statistics Mauritius, from 2007 to 2017, labour input for the whole economy grew by an average of 1.3% annually.

Labour productivity, as measured by real output per person engaged, grew by an average of 2.5% annually for the whole economy between 2007 and 2017. Labour productivity grew at 2.4% in 2017. Higher growths of 3.1% were registered in both manufacturing and Export Oriented Enterprises (EOE) during the same period.

On the other hand, capital productivity for the economy increased by 0.9% in 2017 compared to 1.1% in 2016. For manufacturing sector, it increased by 4.3% in 2017 after an increase of 4.1% in 2016.



Labour productivity grew by an average of 2.5% annually.

THE AGEING WORKFORCE UNDER THE SCANNER



Our workforce is the soul of our national economy, yet it is confronted with numerous challenges. It has been observed that our population is growing older and this demographic configuration will bring in numerous changes for which we must be prepared.

It is with this objective that the NPCC is presently undertaking a research on the topic “Ageing Workforce: Challenges and Opportunities for the Republic of Mauritius”. This research engages relevant stakeholders in the design and implementation of a strategic action plan to address the issue of an ageing workforce in the short, medium and long term.

The rationale for the research is based on the fact that an ageing population is threatening future growth in Mauritius. Managing this ageing workforce will pose a new set of challenges for employers, employees, trade unions and government in relation to employment, productivity, skill shortages, the ability to meet changing demand, working conditions, living standards, welfare and health care provision.

The NPCC has set up a Productivity Committee (PC) comprising of representatives of the public and private sector, academia, non-governmental and community based organisations and trade unions to guide the research and provide expert advice.

An ageing workforce represents a set of new challenges for an emerging economy.

Focus group discussions with specific target groups and one-to-one consultations with relevant stakeholders have been facilitated by Dr. Anita Ramgooty Wong. To enable citizens to share their views and perspectives about the subject, street surveys have been carried out across Mauritius and on the online ECO platform. The research is also being extended to Rodrigues.

Lately, an online survey for HR cadres for public and private institutions and directors of Small and Medium Enterprises (SMEs) was launched to gather their insights on this topic.





MULTIPLE INTELLIGENCES CHALLENGE THE STATUS QUO

InnovED 2018, organized at the Octave Wiéhé Auditorium, Réduit, on 12 June proved to be a trendsetter in that it created a platform where students could make discoveries and experience a new learning experience.

The flagship initiative of the NPCC that aims at inculcating a culture of innovation among young students, InnovED 2018 culminated with the award ceremony on Monday 11 June at the Octave Wiéhé Auditorium, Réduit.

A total of 44 secondary institutions and Mauritius Institute of Training and Development (MITD) centres represented by

more than 450 students spread across a total of 72 teams participated in the latest edition of InnovED.

The focus of InnovED was on the theory of Multiple Intelligences this time, which attracted participation from students in six distinct categories namely Interactive Media, Cultural Heritage, Language and Publishing, Design, Visual Arts and Performing Arts.

An array of online learning materials on creativity as well as innovation were showcased that included puzzles, games, quizzes, lesson plans and self-assessments

aimed at both students and teachers. A striking innovation in the 2018 edition was the ability for students to access these learning materials through online and mobile devices.

SPECIAL THANKS TO OUR PARTNERS

SBM

accenturetechnology

The winners of InnovED 2018 were as follows:



Theme	List of Winners	Category	Title
Interactive Media	MPS Sharma Jugdambi SSS	Upper	A mobile application as student Companion Mauritius
	Knowledge Based Training Center	MITD	A prototype on "Bridging Innovative Internet Based Technology to the Elderly & Disabled Person"
Cultural Heritage	College Ideal	Lower	Okri Mousar
	New Educational College	Upper	4-in-1 Game mat (A prototype involving 4 games namely sapsiwaye, canette, laryaz, cheena (gotti).
Performing Arts	Phoenix SSS	Lower	A sketch based on Drug addicts
	Sir Leckraz Teelock SSS	Upper	A slam titled as "Instilling Patriotism among Mauritian Youth"
Visual Arts	Mahatma Gandhi Institute Secondary School	Lower	Prototype: Recycled Art
	Modern College	Upper	Prototype: Child Abuse Photography
Design	M. P. Sharma Jugdambi SSS	Lower	Prototype: Table Lamp
Language and Publishing	Queen Elizabeth College	Lower	A poem on Bullying titled "Réponse à Jeanne"
	Mahatma Gandhi SSS Nouvelle France	Upper	A short story on "Pregnancy of Youngsters"

WHEN JAKE MENDELSSOHN THRILLS US WITH ARTIFICIAL INTELLIGENCE



Jake Mendelsohn delivered an inspiring workshop for secondary and tertiary students on 11 and 12 June.

Veni, vidi, vici. This is what resumes the visit of the NPCC's speaker from Connecticut, USA, Jake Mendelsohn, who delivered an inspiring workshop for secondary and tertiary students on 11 and 12 June.

Mr. Mendelsohn was in Mauritius upon the invitation of the NPCC in the context of InnovED 2018. The purpose of the workshop was to guide students on how to think out of the box to innovate and be successful in life. Although machine learning and Artificial Intelligence (AI) will be taking up most jobs in the future, the ability to be creative is something computers will not be able to do for the foreseeable future.

Actually, future careers will highly depend on the creative competencies of upcoming employees as companies will soon hire, retain and encourage the most creative people available on the market to maintain their competitive edge. An expert in artificial intelligence with a lot of feathers in his cap, Mr. Mendelsohn enthralled his audience and conquered their hearts with his delightful interaction.

Mr. Mendelsohn hosted a free workshop at the Octave Wiéhé Auditorium, Réduit for tertiary students on the theme "Achieving Success through Education" on Monday 11 June. On the next day, he intervened in a second workshop on the theme "Inventing Your Future...The Next Steps?" for tertiary students to whom he explained how Artificial Intelligence is influencing different economic sectors as well as the lives of people.

The purpose of the two workshops was to show students how they could think out of the box to innovate and be successful in life. It is believed future careers will depend on the creative competencies of upcoming employees as companies will soon hire, retain and encourage the most creative people available on the market to maintain their competitive edge. AI and innovation have actually been identified as the elements that will drive businesses of the future.

Jordan, a lower six student of Ideal College whose team won in the Cultural Heritage category with their project entitled 'Okri Musar' said he got the opportunity to learn a great deal from both his project and from other participants.

"I have learned what it takes to build up a project and make it work. The coaching given by our facilitator helped us a lot,"
Jordan from Ideal College.

Who is Jake Mendelsohn?

Mr. Mendelsohn has been the Outreach Director for the Connecticut Invention Convention from 2013 to 2016 and has developed the STEM (Science, Technology, Engineering, and Mathematics) curriculum and trained teachers in the use of the process of inventing to enhance the critical thinking and problem-solving skills of their students. Mr. Mendelsohn is presently the international programme coordinator of the STEMIE (STEM linked to Invention and Entrepreneurship) Coalition and his main duties are to recruit and support affiliates around the world. He has an engineering degree from Rensselaer Polytechnic Institute and an MBA from the Wharton School of the University of Pennsylvania.

Mr. Mendelsohn started a very successful company, Nationwide Robots, which developed and manufactured 1.5 million tall entertainment and promotional Robots. He then developed the first commercial computer interface for controlling small Robots built from Lego parts. He is the founder and current President of the Connecticut Robotics Society, a group of inventors and entrepreneurs interested in all forms of advanced technologies.

AUDIOVISUAL CAMPAIGN TO ADVOCATE FOR HIGHER PRODUCTIVITY LAUNCHED

In a move to better sensitise the Mauritian public on the importance of productivity in all spheres, the NPCC launched a nationwide audiovisual campaign on productivity. The NPCC had signed a Memorandum of Understanding with the Mauritius Broadcasting Corporation (MBC) to produce a number of short TV clips that would be aired during prime time on MBC channels. The clips aim at showing the NPCC's contribution in the productivity journey of local organisations and how tools and practices to enhance productivity and competitiveness have helped those organisations in delivering better performance and results.

Along with the short TV clips, a daily campaign on productivity through radio spots have also been launched on two private radio stations, namely Radio Plus and Top FM. The radio spots provide daily productivity tips to listeners and help them organise their activities at their workplace.

The national audiovisual campaign goes in line with the NPCC's mandate to inculcate new values and attitudes in the country regarding productivity, quality and competitiveness.



GET YOUR DAILY BOOST WITH THESE PRODUCTIVITY TIPS!

Being productive in all what we do everyday does not only makes us more disciplined but provides a true sense of satisfaction. We've brought you nine tips to keep you fit and pep up your productivity stamina during the day. Apply them today!

1. Write it down

Every task, every commitment should be written down. This frees the mind from the energy and attention seeking job of trying to remember.

2. Get a head start

The best way to hit the ground running is to start the night before.

3. Do your most dreaded task first

Every one of us has one or more tasks on our to-do list that we dread doing. Start first with the most feared ones to kill them first.

4. Turn off distractions

One of the major productivity killers is the distraction of constant interruptions: emails, phone calls, people appearing at your door... Dare to ignore them for a while.

5. Take breaks

There's a limit to how long anybody can devote deep focus to a task. No matter how busy you are, after a certain amount of time the law of diminishing returns kicks in, and fatigue—physical and/or mental—starts to impair your effectiveness.

6. Batch process

If the demands of your day include routine tasks, try to group similar tasks and schedule certain times during the day to knock them out.

7. Eat a healthy breakfast

There are countless studies confirming the importance of breakfast for maintaining our health and no wonder healthy people are more productive.

8. Get some exercise

Not to be too repetitive, but once more healthy people are more productive. Exercise makes you healthier, so be sure to get some exercise every day.

9. Delegate

Often it seems more trouble to explain a task to someone else than to just do it yourself. But not everything that needs to be done in one's life must be done by oneself. So better delegate even if it sounds bothersome at times.



TRAINING COURSES FOR IMPROVING PRODUCTIVITY



How do you use the available resources around you to find the most creative solution to an existing problem?

This is what participants at the two-day course on 'Creative Problem Solving' discovered at the two day training organised by the NPCC for professionals, managers and other staff of different organisations. The course was organised on 2 and 3 May in the training room of the NPCC.

This workshop intended at showing how we can use the best practices and tools to come up with practical solutions. The participants had the chance to work on scenarios linked to their respective workplaces and they could learn how they could apply critical thinking methods to devise solutions to their problems.

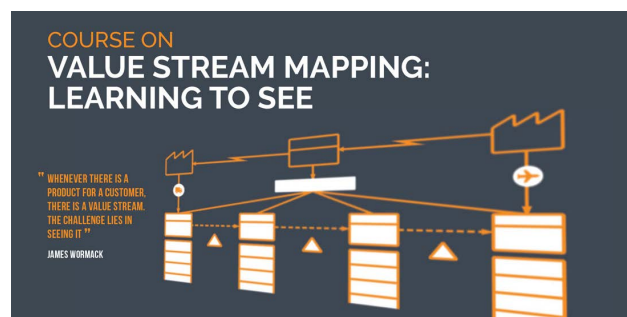
Another course on Value Stream Mapping was organised in 20 and 21 June and provided yet another occasion to participants to discover how they could use this tool for better operational performance. This course narrowed to production tools which helped in enhancing productivity at the workplace. It was an overwhelmed group of participants coming from diverse professional backgrounds that benefitted from the course.

The course on Design Thinking that was organized on 22 and 23 August, was another course that helped participants in learning how to nurture their thinking process and to come up with more practical solutions to their problems. The bottom line was to show them how critical thinking and applying the best practices help in delivering results.



**COURSE ON
CREATIVE PROBLEM SOLVING
TECHNIQUES**

STUCK WITH A PROBLEM?
This course will help you re-define problems, see opportunities, come up with innovative solutions and take action.



**COURSE ON
VALUE STREAM MAPPING:
LEARNING TO SEE**

"WHenever there is a product for a customer, there is a value stream. The challenge lies in seeing it."
JAMES WORMACK



**COURSE ON
DESIGN THINKING**

Join us on a two-day training workshop to discover how you can sharpen your skills to devise more practical and innovative solutions to problems at your workplace through the design thinking process.



SEBASTOPOL SSS GOES THE KAIZEN WAY



The Sebastopol SSS organised on Wednesday 5 September a presentation of Kaizen projects that they implemented with the assistance of the NPCC as from the start of this year. The successful completion of the projects have resulted in remarkable results, with the elimination of wastes (MUDA) and creation of more space in classrooms, and less time spent to locate tools in the DCDT classroom following the implementation of Kaizen tools. The library is now a more pleasant place for students to study as much of the unnecessary items have been removed and new settings with clear labelling of shelves save time in searching for books. A new classroom was created for Home Economics students following the elimination of wastes and removal of unused items that were piled up in that room.

Overall, the staff and the students felt motivated to sustain the improvement in the future. The Kaizen Teams were able to identify Opportunities For Improvement (OFI) in their environment and to come up with solutions. Altogether, nine Kaizen projects were completed in the different departments that were regrouped as follows:

1. Classrooms (Design Communication & Design Technology (DCDT), Art & Design, Home Economics, Pre-Vocational)
2. Administration (Administrative department, Staff Room, Mess Room for non-teaching staff)
3. School Environment (Eco-school Garden)

In March 2018, a request was made to the NPCC by the rector of the college, Mr Jharee, who, after attending the Seminar on the Model Companies organized by the NPCC in collaboration with the Japan Productivity Centre, was inspired to develop a Kaizen culture at the School.

Following a meeting with the NPCC consultants and the management of school, it was agreed that a Productivity Improvement Programme (PIP) be conducted with the aim to engage and empower the teaching and non-teaching staff where they would apply the productivity and quality control tools to create and sustain a Kaizen culture within the school. A steering committee and Kaizen Teams were set up including teachers, non-teaching staff and students. The Kaizen Teams were offered training on productivity, Kaizen, 5S, quality control and problem solving tools. The implementation of the PIP was conducted in May and was completed in August 2018.



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