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# Newsletter

National Productivity and Competitiveness Council

## SCORE BRINGS IN HIGH SATISFACTION TO LOCAL COMPANIES



International  
Labour  
Organization



The implementation of the SCORE project, which started in October 2019, achieved a remarkable progress since the beginning of this year with five local companies that benefitted from the assistance of the NPCC under the guidance of Mr. Ganesh Kalyan, SCORE expert. The SCORE programme is funded and facilitated by the International Labour Organisation (ILO).

The programme kicked off with a training led by Mr. Ganesh from 11 to 29 November 2019, involving consultants from the NPCC as well as the core personnel from the five companies, namely Box, AAH Upholstery, SSS Furniture, Royaume des Délices and Exotic Garments. An in-factory consultancy was carried out by the consultants of the NPCC along with Enterprise Improvement Teams (EITs) to spot inefficiencies and put in place mechanisms to boost up productivity and quality in different operational areas. The in-house consultancy involved a series of measures to make these companies compliant to ILO requirements for a 21st century organisation. These measures and techniques included the 10 Minutes Line Meetings, the Employee Suggestion Scheme,

monitoring of Key Performance Indicators and the 5S technique with the objective to make the companies more efficient. The SCORE Training Process has as objective to address the individual needs of each enterprise and demonstrate lean manufacturing techniques proven to increase production efficiency.

It is a modular programme that focuses on developing labour management cooperation and includes five modules that make up this programme, namely: workplace cooperation; quality management; clean production; human resource management and occupational health and safety. Five staff from the NPCC, namely Mrs. Françoise Marechal Charlotte, Head Business Development and Consultancy, Mrs. Hemlata Ramsokh Jomadar, Lead Research, Advisory and Knowledge Management, Mrs. Vimi Goorah, Lead Innovation, Advocacy and Entrepreneurship as well as Mrs. Roshnee Boyjoo and Dia Ramnoruth, Productivity Executives, obtained the SCORE certification at the end of the programme in March.

*continued on p2*

## SCORE BRINGS IN HIGH SATISFACTION TO LOCAL COMPANIES *continued*

A visit of the companies took place in March 2020 by Mr. Kalyan Ganesh along with the staff of the NPCC to take stock of the implementation of the project. Read the interview of Mr. Ganesh)

*“I must thank the NPCC for having been the launchpad of this important project at my company. The measures implemented in our operations have helped us secure a significant amount of space that we can now use for other purposes. Besides, there has also been some interesting boosts in certain areas such as a better storage of inputs like screws, nuts and bolts that we can retrieve in lesser time owing to a proper shelf arrangement,”*

- Mrs. Maya Sewnath, Managing Director of SSS Furniture.

Interestingly, the reactions from the other companies were similar as



they expressed high satisfaction with the implementation of the SCORE programme.

*“We are now inviting Mauritian companies to embark on the SCORE programme. The NPCC will act as a platform for local companies that wish to be part of the SCORE programme and will provide all the assistance needed in terms of tools and techniques to help them materialise their aspirations to achieve higher productivity goals,”* says Mr. Ashit Gungah, Executive Director of the NPCC.



### What is SCORE?

SCORE stands for Sustaining Competitive and Responsible Enterprises. It is a global technical assistance programme of the International Labour Organization (ILO) that supports small and medium sized enterprises (SMEs) to grow and contribute to the creation of more and better jobs by improving their competitiveness through better quality, productivity and workplace practices.

SCORE Training supports the vision of the Sustainable Development Goals for a better, more inclusive world. Aligning with Goal 5 (Gender Equality), 8 (Decent Work and Economic Growth), 9 (Industry Innovation and Infrastructure) and 12 (Responsible Consumption and Production).

### How does it help SMEs?

SCORE helps SMEs improve working conditions and processes, particularly by mainstreaming gender, promoting decent work, achieving cleaner and more sustainable production patterns and enabling SMEs to participate in global supply chains.

### What sets it apart?

SCORE has been implemented with success in more than 2100 enterprises globally. This training has been beneficial to over 400,000 workers. It is also worth noting that 91% of the enterprises that have benefitted from the training have witnessed productivity by up to 50%.

**Companies interested in implementing the SCORE programme can contact the NPCC on 4677700.**

## SCORE BRINGS IN HIGH SATISFACTION TO LOCAL COMPANIES *continued*

### Exotic Garments



A hand-cart assembled with scrap materials at the company



The board showing the areas where improvements are achieved and expected



Tools properly arranged



Line meetings in the production area

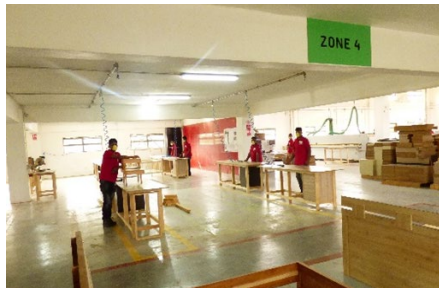
### SSS Furniture



Mrs. Maya Sewnath explaining how the workers now feel more involved as they can now make their suggestions



The store room has been given a fresh look with a shelf reorganisation



A significant amount of floor space has been secured after a 5S implementation



NPCC staff with the top personnel at SSS Furniture

### AAH Upholstery



The mess room has been reworked with more space



Threads arranged in a highly organised manner



Team spirit at its highest level



Raw materials placed in an orderly manner

## INTERVIEW – MR. KALYAN GANESH

**Mr Kalyan Ganesh, expert of the SCORE programme, was in Mauritius in March this year in the context of a follow-up exercise in five local companies where the SCORE project was implemented. If he qualifies the progress of the implementation of the programme as highly satisfying, he also advocates for the adoption of the SCORE programme by other companies which could pave the way for more robust and resilient industries in the future.**

### **What is your assessment of the performance of the companies where SCORE has been implemented?**

This being a pilot in Mauritius, it has been conducted with several objectives in mind. In the current small industries environment and level of sophistication and people skills prevalent we wished to decipher how would a world-wide successful programme like SCORE deliver desired results here and what lessons are we able to gather so as to improve the training delivery to maximise benefits. One of the objectives is to gauge the responsiveness of Mauritian enterprises, their willingness to change and how ready they are to take on market challenges they face by imbibing workplace cooperation and continuous improvement as a strategy to improve competitiveness. I would say four out of five enterprises that participated in the Pilot did commendably well. We observed demonstrated commitment on the part of the CEO and the workers. It was evident in the way they provided us access to their facilities, shared information and data, willingly participated in the classroom training on all days and came all-out to actively support and implement the improvement projects. That is also the key reason we could achieve so much in the short time of three months.

### **What are the real challenges that these companies face?**

The challenges small enterprises face in the marketplace are many. These enterprises do not have access to quality consulting support in times of need. Markets do not remain the same and it is expensive to engage external expertise every time to meet new demands. SCORE actually builds capacity needed internally in these enterprises to meet those challenges. The real challenge in these enterprises is to motivate all employees to face change and keep them voluntarily address their imminent improvement needs. SCORE always tries to address this “say no to change” mindset which remains the biggest challenge in these enterprises. SCORE methodically trains CEO, employees and shop floor workers to overcome this mindset.

### **What more are you expecting from these companies where SCORE has been implemented?**

In my mind, and we shared this with them during the concluding visit, they must sustain the gains they derived from this pilot and maintain the new practices they have commenced in the shop floor. In certain enterprises, improvements were demonstrated to their advantage in one production line or area and these can now be horizontally deployed for greater gains. It is very easy to slip back to old ways of working when externally provided support is withdrawn. We expect them not to fall into that trap. They should willingly come forward to share their experience with SCORE implementation and encourage other enterprises to volunteer for similar training and capacity building activities. The Mauritius Pilot utilised an all pervasive generalist module of SCORE called “SCORE Accelerator”. However, there are five significantly critical areas that they can now opt for and implement in depth. Enterprise CEOs have indeed said they are keen to go and deep dive into each of those five modules. I would strongly want them to do so.

### **Are you satisfied with the way the SCORE programme has been implemented in Mauritius?**

Yes, indeed, as the stated objectives of the Pilot has been amply achieved. We now have trained consultants who can deliver SCORE to more enterprises as needed without external support thus making future projects more cost effective. This is a critical advantage to Mauritius. Secondly, we have five enterprises that will vouch for the benefits of lean management through SCORE. I think enough ground experience has been gathered as to how well we can conduct such programmes, the next cluster of industries will only get better support. I think when the results of this Pilot is disseminated wisely and widely, we shall create more SCORE enterprises who think differently now about how to manage improvement in their operations. The enterprise customer satisfaction survey clearly outlined that the Pilot has been successful and all stakeholders are satisfied in the bargain.

### **Why would you recommend SCORE to a company?**

What we could demonstrate in this Pilot is that enterprises can make drastic changes in the way they work if they set their mind to it. The SCORE methodology is robust and it takes the enterprise one step at a time towards a robust journey of continuous improvements. What transpired in each enterprise is specific to the nature of the business and how uniquely the trainers were able to leverage the SCORE methodology to keep enterprise team fully motivated for making those changes. What we were able to demonstrate as end results is unique and specific to the enterprise. However, the methodology is king in the process. SCORE is a collection of widely known and acceptable techniques for productivity and quality improvement in any chosen business, it is industry non-specific. Enterprises we selected for the pilot have at various points of time been exposed to these strategies but what enabled the big success is the SCORE methodology that deftly combined classroom orientation with practical implementation on site.

### **What has been your response of the top management representatives to your suggestions?**

All CEOs quizzed at the end of the pilot agreed that they would now be willing to pay for the costs of such programmes in future given the immense benefits they derived on the ground. Each of them said they will themselves recommend SCORE to other companies in Mauritius. The message is the medium – and with adequate sharing of the Pilot experience and some essential marketing efforts we can recommend SCORE to many more deserving and needy SMEs. There are good case studies documented and available from this Pilot which would go an extra mile in promoting this as a movement. I would recommend SCORE as it has repeatedly made an impact on SMEs by initiating them into a sustainable path to greater competitiveness.

## KALYAN GANESH

Expert of the SCORE programme





The participants had an enriching two-day training.

## TRAINING OF TRAINERS FOR ON-THE-JOB-FACILITATORS COURSE HIGHLY APPRECIATED

The Training of Trainers for on-the-job-facilitators course, which ran on 26 and 27 February was highly appreciated by the 12 participants who learned how to sharpen their skills to become effective trainers at work.

This two-day workshop was designed for trainers to help them develop training programmes that are meaningful, practical, and benefit both trainees and the organisations they work for.

Besides, the participants also learned how to develop training skills to deliver on-the-job training and create structured on-the-job training sessions. The course also helped them adapt training based on the level of competency of learners and deliver dynamic training sessions.

The course was led by Mrs. Vimi Goorah, Lead Innovation, Advocacy and Entrepreneurship and Mrs. Shalini Mathaven, Lead Productivity and Competitiveness Learning Centre. According to them, the training was followed very attentively by the participants who showed a strong dedication to both the theoretical and practical exercises.

It is interesting to note that the training of trainers has emerged as a highly sought-after programme in many organisations both in the private and public sectors. Organisations have started understanding the importance of such a programme which turns out to be highly beneficial for them. Training provided to employees can increase their productivity and job satisfaction, enhancing the overall competitiveness of the organisation in the long run.



### Alan Samsoun

The course was very interesting. It helped me understand how I can nurture my skills to become a better trainer. The practical sessions too were very insightful as they helped me learn the methods not only to train but more importantly how to lead.



### Corinne Carcasse

It was a very good opportunity for me to network with people from different organisations. I also learned how to implement a good training methodology which is going to be very beneficial for my organisation.

## INNOVED 2020 ON TRACK

Teachers from secondary schools acting as facilitators for InnovEd 2020 gathered on Monday 16 and Wednesday 18 March at the NPCC for a training on the essential elements that constitute the latest edition of the project.

During the month of February, secondary schools were invited to register their teams for InnovEd 2020. About 111 facilitators from 58 colleges and 1 MITD centre registered for InnovEd 2020.

During the confinement and in view of the importance of critical and creative thinking for students and the adoption of e-Learning by the Government to ensure continuity of education for all students, the InnovEd 2020 project was converted to an InnovEd Online Challenge. Likewise, the Innovation clubs which have already been set up in different schools and were upgraded into a Virtual Innovation Club so that students get access to online contents prior to the resumption of schools.

InnovEd 2020 will have a particular focus on the Innovation Clubs, which the NPCC intends to develop further into a permanent structure that will continue to exist over and above yearly InnovEd editions.

The Clubs will serve as a think-tank on creativity and innovation and at the same time, provide a framework for students to develop their skills in creativity and innovation.

Moreover, InnovEd 2020 will again build on the theory of Multiple Intelligences along with themes targeting the creative industries. The themes are:

- Interactive Media,
- Cultural Heritage,
- Performing Arts,
- Visual Arts and Craft,
- Design and
- Languages and Publishing.

This year will also include the CREATHon which has as objective to convert selected prototypes developed in Innovation Clubs into products or services with the assistance from experts.

InnovEd 2020 will culminate with an award ceremony to reward the best projects.



Teachers focussing on ideas



The facilitators participated in a number of practical sessions

## NLE 2020: IN THE MAKING OF YOUNG LEADERS



The Executive Director of the NPCC, Mr. Ashit Gungah, encouraged the trainers to always motivate our youth.

After the highly successful first edition of the National Leadership Engine (NLE) project last year, the NPCC kicked off NLE 2020 in February with a training of trainers.

Actually, some 30 individuals, comprising of Youth Officers of the Ministry of Youth Empowerment, Sports and Recreation and former NLE participants were convened on Friday 28 and Saturday 29 February at the NPCC for a refresher course on leadership. Interestingly, former NLE participants are actually coming back in the project as co-trainers to coach new participants and share their experience to new participants. All trainers will be posted in 9 youth centres across the country as well as at the NPCC.

During the month of February till mid-March, young participants across Mauritius were invited to register for the training and the response from different regions in the country, it can be said, was overwhelming. However, owing to the outbreak of the Covid 19 pandemic and following curfew period, the training of participants was postponed and finally was scheduled to start on 11 July.

NLE 2020 has been designed in a format and structure similar to the first edition, which required the participants to implement community based projects in which they will have to show their talents as leaders as well as the potential of their project to touch the lives of the people positively in their respective communities. They will have to become the agents of positive change who will continuously inspire others to take up positive actions and spread a culture of leadership in their community and beyond.

According to the Executive Director of the NPCC, Mr. Ashit Gungah, the NLE is all about a journey that will transform our youth into 21st century leaders. For him, the NLE is a platform where they will get the opportunity to use their learning to develop projects that will

respond to the challenges we face in the years to come in areas such as environment, health, education, society, climate among others. Some 600 participants registered for the training in February this year. The training of participants to start on 11 July will span over a period of twelve weeks, will include brainstorming and implementation of projects.

One of the novelties in the NLE 2020 is the the NLEAD Network. This network has 10 members as listed below and they have identified 6 projects for implementation:

- three projects related to agriculture,
- one on poverty alleviation,
- one on mobile pharmacy and
- one on a platform for unemployed low skill workers.

As some projects will require funding, the NLEAD Network is in the process to be registered as an NGO. Once registered, their projects can be submitted for funding. Projects with little funding will be implemented on a participatory and voluntary basis by members.

The NLE is based on “The Leadership Brand” for Mauritius which was conceived with the idea of helping in the emergence of effective leaders with the ability to lead in different fields. The Mauritian leadership brand is based on the Leadership Codes and the Leadership Brand differentiators namely Together, Innovating, Trusted and Excellence.

### The Leadership codes are:

- Human Capital Developer: To build on the next generation
- Strategist: Shape the future
- Talent Manager: Engage today's talent
- Executor: Make this happen

## ELIT REACHES WOMEN IN RIAMBEL

The English Literacy using IT(ELIT) programme reached the southern shores of Mauritius, precisely in the cosy village of Riambel, in February. Women of the village were exposed to tools and techniques to take their own decisions and participate effectively in society.

It is to be recalled that the NPCC partnered with Entreprenre au Féminin, Océan Indien (EFOI), a Non-Governmental Organisation (NGO) to implement this project. The main objective is to bridge the language and digital divide and empower women with basic productivity concepts. The ELIT project targeted women aged 15 and above with low academic background.

Nadine Pierre of EFOI said the demand of the ELIT programme has been on the rise in the recent past and her organisation is doing their best to meet the expectations of different women association across the country.

She says EFOI has trained some 360 women so far in 15 different batches.

*“The success of the ELIT programme is explained by the high rate of satisfaction and the easy to learn topics. I am myself very satisfied with the progress achieved with this programme as I have been able to help many women to discover new things and implement them in their activities to become more empowered and productive,”* says Nadine Pierre.

The ELIT programme is promoted by the NPCC and targeted essentially towards women aged 16. The overall objective of the course is to raise the learners’ level of functional English along with their computer skills such that they are empowered to take their own decisions and participate effectively in society.



Women from Riambel learned various techniques to take decisions and become more empowered.

**360 women**  
in 15 different batches trained so far  
by EFOI.



## FOREWORD BY EXECUTIVE DIRECTOR

# ENTERPRISE RESPONSE TO COVID-19 CRISIS



 morisienprodiktif

 Anou evit covid



The Covid-19 has taken the whole world by surprise. The country was locked down for one and a half months now. The Government has come up with extensive measures to support the business community as well as the citizens. Yet the future is gloomy with increased uncertainty which is a big deterrent for businesses to operate productively and create the so much required value to sustain our socio-economic system. We nevertheless have to improve our preparedness against such uncertain developments and strengthen our capabilities to take full advantage of the upturn and stay competitive.

Whereas the easing of lockdown restrictions has already been announced, conversations are ongoing in terms of what life might look

like beyond the coronavirus even though we don't know much so far about the long-term. It will, however, be imperative to learn to live with the virus while at the same time ensure that businesses stay alive. There is a lot we can achieve through teamwork, solidarity and unity. It is to be noted that the deadly and contagious Corona virus does not distinguish between ethnicities, religions, nationalities, social classes, language or gender.

For businesses to survive, it will therefore be important to strike the right balance between safety and spread whereby all precautions are taken to prevent a resurgence while we continuously innovate to put our organization back on track. Leaders have the sacred responsibility to protect their people who are so much essential to the running of the business.

The productivity equation of output/input must today more than ever take into account the human factors of employee dedication, motivation, and the willingness to give without calculative personal gains. There is an immediate need to forge a new social contract based on trust where everybody is happy to make a sacrifice initially with the objective that everyone will be better off in the longer term.

At the level of NPCC, we have launched the Enterprise Productivity Solutions (EPS)

platform, which consists of a series of guidelines which address issues such as state of health and safety of employees and customers, finance, human resources, supply chain and communications to support businesses, especially SME's, to prepare for a restart and plan towards recovery.

Following discussions with clients, we realised that the culture of Disaster Recovery and Business Continuity planning is very much missing among small and medium businesses in Mauritius. The NPCC will soon come up with a learning support service to guide the thought processes surrounding the same and strengthen the preparedness of SME's towards Covid-19 type of circumstances and other calamities. As soon as the situation permits, we will deploy our people to support you on the field. As at now our Productivity Practitioners will be available on-line to guide and support you through the challenges you are facing.

We look forward that businesses will take advantage of the EPS for a speedy recovery and to return to a situation of value creation more quickly and sustainably.

**Ashit Kumar Gungah**  
Executive Director,  
NPCC

## ENTERPRISE PRODUCTIVITY SOLUTIONS LAUNCHED TO HELP BUSINESSES DURING THE COVID-19 PANDEMIC CRISIS



### Enterprise Productivity Solutions

The Enterprise Productivity Solutions (EPS) platform was unveiled on 28 April as a platform where organisations were provided guidelines and assistance amid the crisis caused by the Covid-19 pandemic.

The EPS platform provides a series of practical guidelines to enterprises for them to react effectively to the Covid-19 crisis and its consequences. The guidelines have been designed to help organisations resolve their problems proactively and implement the right solutions.

The guidelines were developed keeping in mind the common core functional business areas of all organisations, which in turn makes them better prepared to face the upcoming challenges. The guidelines also help them maintain the running of the core business processes as well as protecting the people and assets.

Since its launch, the EPS has caught the attention of several local organisations that have expressed concern over the challenges they are presently facing owing to the lockdown of economic activities across the country.

#### The topics of the guidelines are as follows:

- Protect your people;
- Examine your cash flow;
- Monitor your sales and marketing;
- Manage your supply chain;
- Harness your human resources;
- Improve productivity;
- Develop a new strategy;
- Reimagine your business and
- Communicate effectively.

*“Leaders have the sacred responsibility to protect their people who are so much essential to the running of the business. The productivity equation of output/input must today more than ever take into account the human factors of employee dedication, motivation, and the willingness to give without calculative personal gains. There is an immediate need to forge a new social contract based on trust where everybody is happy to make a sacrifice initially with the objective that everyone will be better off in the longer term,”*

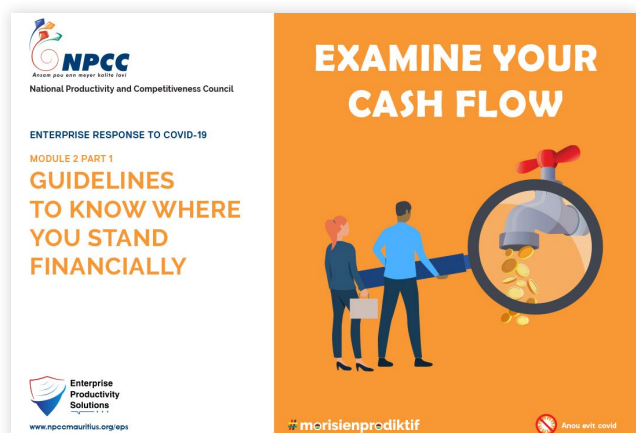
the Executive Director of the NPCC, Mr. Ashit Gungah said in his foreward in the guidelines.

He explains that the setting up of the EPS platform came after discussions with clients, which further made the NPCC realise that the culture of Disaster Recovery and Business Continuity planning is very much missing among small and medium businesses in Mauritius.



#### Protect your people

The first guideline on the EPS is all about a healthy and more productive workplace. It explains about the importance of planning and the setting up of an Enterprise Response Team, which has the responsibility for developing effective contingency and communications plan, coordinating and updating the plans as Covid-19 continues to evolve or regress.



#### Examine your Cash Flow

The second guideline explains that it is of utmost importance to know where you stand now financially to better build your business strategy. Business owners need to access up-to-date information on the state of their business through financial statements to see the state of finances.

## ENTERPRISE PRODUCTIVITY SOLUTIONS LAUNCHED TO HELP BUSINESSES DURING THE COVID-19 PANDEMIC CRISIS *continued*



### Sales and Marketing

The Sales and Marketing guideline allows understanding customer behaviour and increasing sales. It covers topics such as product portfolio, selling strategy, adapting sales to the new reality, changes in consumer behaviour and shifting to non-traditional marketing, which is digital marketing.



### Harness your Human Resources

The fifth guideline is about managing human resources in line with employment policies. The guideline provides an insight into the different policies that affect employers and employees. It also talks about practical steps that should be taken in the areas of health and safety.



### Manage your Supply Chain

The fourth guideline provides helps in assessing the impact of Covid-19 on the supply chain. The guideline includes a set of checklists that entrepreneurs can use to assess the impact on their supply chain.



### Improve Productivity

The guideline on improving productivity helps in identifying, reducing and eliminating wastes. It provides a thorough understanding of the importance of being productive, especially during this challenging phase and covers areas such as production scheduling to reduce overproduction, process improvement by elimination of the MUDA, inventory management, the Just-In-Time concept, supplier management and inventory, the clean and disciplined workplace using 5S and the multi-skilling of the workforce.



## Enterprise Productivity Solutions

## ENTERPRISE PRODUCTIVITY SOLUTIONS LAUNCHED TO HELP BUSINESSES DURING THE COVID-19 PANDEMIC CRISIS *continued*



### Develop a new Strategy

The 7th guideline helps entrepreneurs in strategic planning and making the best business decisions. The guideline provides explanations on the SWOT (Strength, Weaknesses, Opportunities and Threats) analysis, the Political, Economic, Social and Technological (PEST) analysis and the way to go to develop strategic objectives.



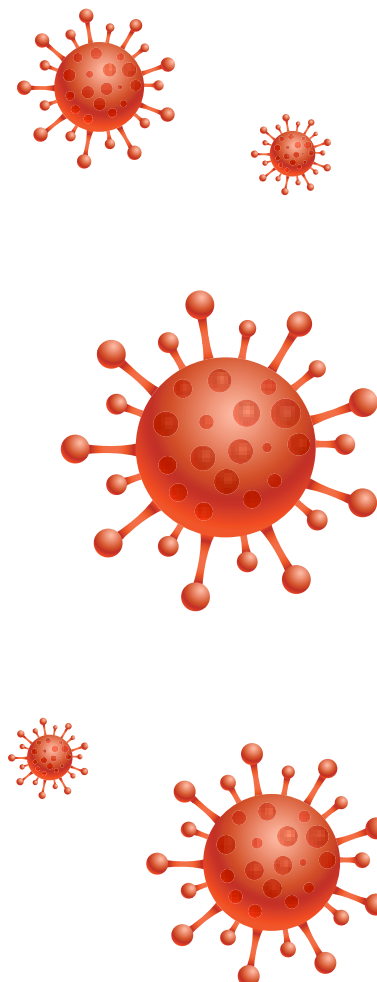
### Communicate Effectively

The last guideline provides a set of tools that businesses can use to communicate with the employees and stakeholders effectively. Entrepreneurs can find tips and communications tools to keep in touch with employees and relay the right messages to stakeholders in a timely manner for better collaboration.



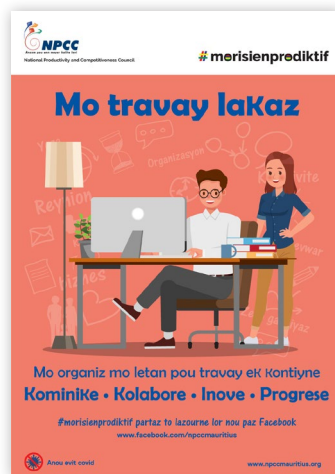
### Reimagine your Business

The guideline on reimagining your business sheds light on the ways to bring innovation to a business model. Entrepreneurs can adapt their existing business model creatively to meet the current needs of the market or re-invent the entire business model to create an entirely new business.



# #morisienprodiktif

## CAMPAIGN LAUNCHED TO INSPIRE A PRODUCTIVE WORK FROM HOME



The **#morisienprodiktif** campaign, an initiative by the NPCC to encourage Mauritians working from home to adopt productive habits during the confinement period, started on the NPCC’s Facebook page and attracted more than 48,000 visitors during the lockdown.

The campaign, for which a series of posters were released in April, appealed to many Mauritians who reacted positively by sharing their productive practices that they had developed and adopted.

While for some, it was work related, for others it was related to health. Many people shared the way they were working at home during the confinement and happily shared photos of their activities that were pursuing productively. Some also showed how they had developed new habits such as keeping their workspace uncluttered and tidy, which increased their productivity.

The Executive Director of the NPCC, Mr. Ashit Gungah, in his message relayed through a video compilation of the posters, stated: “We are all going through a rough phase with the outbreak of the Coronavirus. We recognise that working from home is a new culture among Mauritians. It is important that we practice a balance between our professional activities and family commitments, as a good balance allows us to perform better.”

He added that the campaign stressed considerably on family dialog, discipline, health, sharing, hygiene, cleanliness and the economy.

The initiative was part of the NPCC’s effort to motivate Mauritians to adopt a productive lifestyle and is continuing to inspire more Mauritians working from home to continue with their productive habits.

## WEBINARS TO HELP ORGANISATIONS FACE COVID-19 CHALLENGES

A series of webinars conducted by foreign experts in different areas of business took place over four weeks with the aim of helping businesses and professionals cope with the crisis provoked by the Covid-19 pandemic.

The webinars were facilitated by the NPCC and intended to shed light on the challenges brought in by the pandemic. The speakers who interacted with the participants, drilled down into the topics under discussion and discussed about how they can better handle their business operations by adopting the right measures and turn the challenges into opportunities.



**PERFORMANCE EXCELLENCE THROUGH DK'S MODEL OF TPM (TOTAL PRODUCTIVE MAINTENANCE) FOR ENTERPRISES**

**SPEAKER**  
MR. D. K. SRIVASTAVA  
EXECUTIVE DIRECTOR, QUALITY CIRCLE FORUM OF INDIA (QCFI)

**WHEN:** 11<sup>TH</sup> TO 13<sup>TH</sup> MAY FROM 3.00 PM TO 4.30 PM (MAURITIUS TIME) (4.30 PM TO 6.00 PM INDIA TIME)

### Performance Excellence through DK's model of Total Productive Maintenance for enterprises

The first webinar was organised jointly by the NPCC and the Quality Circle Forum of India (QCFI) on the theme 'Performance Excellence through DK's model of Total Productive Maintenance for enterprises' on 11, 12 and 13 May. The webinar was conducted by Mr. D.K Srivastava, director of the QCFI and was attended by some 350 participants from India, Mauritius and other countries. Mr. Srivastava explained about the TPM concept being a tool that allows organisations to strategically direct their resources to the maintenance tasks that are considered critical to the effective and efficient running of their equipment. This in turn improves the equipment availability and reduces operational costs.



**SMEs NEED TO GO DIGITAL**

**SPEAKER**  
MR. KELVIN CHAN  
DIRECTOR AND PRINCIPAL CONSULTANT AT TEIAN CONSULTING INTERNATIONAL PTE LTD, SINGAPORE

**WHEN:** 15<sup>TH</sup> MAY 2020 @ 10.00AM MAURITIUS TIME (@ 2.00PM SINGAPORE TIME) (30 MINUTES + 30 MINUTES OF Q&A)

**TARGET GROUP:** SMEs

### SMEs need to go digital

The second webinar on the theme 'SME's need to go digital' was conducted by Mr. Kelvin Chan Director and Principal Consultant at Teian Consulting International Pte Ltd on Friday 15 May. Some 130 persons participated in the webinar. Mr.Chan spoke about the transformation that a business undergoes when it opts for digital business methods. Digitalisation can be integrated into the business model at different magnitude. Mr. Chan stressed that SMEs can use digitalisation to outreach and engage customers via digital marketing or e-commerce, using deep learning to provide data-driven insights to improve their customer experience, and integrated software systems to improve efficiency of their business operations.



**WHAT IS YOUR CHOICE POST-COVID-19? CUT WASTE NOT COST**

**SPEAKER**  
MR. JAYANTH MURTHY  
JOINT MANAGING DIRECTOR OF KAIZEN INSTITUTE SOUTH ASIA & INDIA & MANAGING DIRECTOR OF KAIZEN INSTITUTE AFRICA

**WHEN:** 19<sup>TH</sup> MAY 2020 @ 10.00AM MAURITIUS TIME

### What is your choice post Covid 19?

Mr. Jayanth Murthy, Joint Managing Director of Kaizen Institute South Asia and India and Managing Director of Kaizen Institute of Africa and East, conducted the webinar on the theme 'What is your choice post Covid?' on Tuesday 19 May. Mr. Murthy shed light on how to build a business organisation's immunity post Covid-19. Mr. Murthy discussed about how the Covid-19 pandemic would affect each and everyone in different ways. He also discussed how businesses will have to respond to the new challenges in novel ways. The webinar attracted some 60 participants.



**IMPROVING YOUR CASH CONVERSION CYCLE**

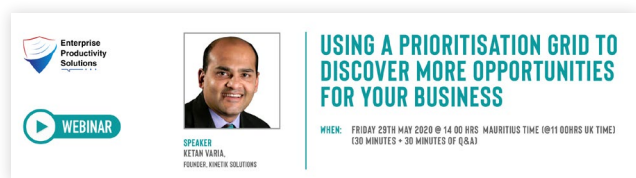
**SPEAKER**  
MR. YUKITOSHI TANNO  
CHIEF EXECUTIVE - AGGREGATOR JAPAN INC.

**WHEN:** 22<sup>ND</sup> MAY 2020 @ 10.00AM MAURITIUS TIME (30 MINUTES LECTURE + 15 MINUTES OF Q&A)

**TARGET GROUP:** SMEs

### Improving your Cash Conversion Cycle

Mr. Yukitoshi Tanno, Chief Executive of Aggregator Japan Inc. conducted the webinar on the theme 'Improving your cash conversion cycle' on Friday 22 May. The main highlight of the webinar included a visual profit management of the Japanese style of MQ accounting. According to him, there can be no achievement without any measurement. Some 60 participants followed the webinar.



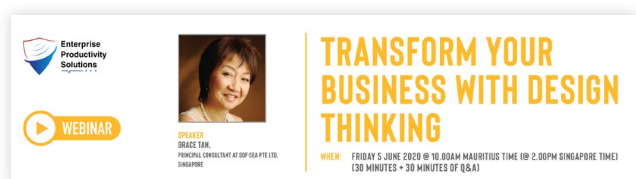
**USING A PRIORITISATION GRID TO DISCOVER MORE OPPORTUNITIES FOR YOUR BUSINESS**

**SPEAKER**  
KETAN VARIA  
FOUNDER, KINETIC SOLUTIONS

**WHEN:** FRIDAY 29<sup>TH</sup> MAY 2020 @ 14.00 HRS MAURITIUS TIME (@11.00HRS UK TIME) (30 MINUTES + 30 MINUTES OF Q&A)

### Using a Prioritisation Grid to discover more opportunities for your business

The founder of Kinetic Solutions, UK, Ketan Varia, took inspiration from the author of "The 7 Habits of Highly Effective People", Stephen Covey, who stressed on a set of priorities to achieve efficiency. Mr. Varia, in the webinar that took place on Friday 29 May, stressed on the Prioritisation Grid as a structured visual tool to help businesses decide which improvement ideas to test first and how to focus activity and energy to pursue projects thereby improving productivity. The webinar helped participants identify more opportunities for business using the prioritisation grid and showed a method to work in collaboration with own customers/ stakeholders/ teams to think about focus for change.



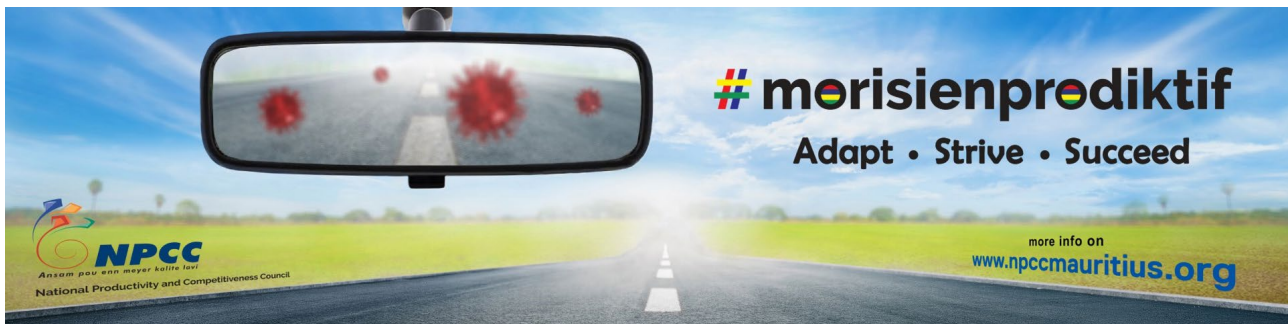
**TRANSFORM YOUR BUSINESS WITH DESIGN THINKING**

**SPEAKER**  
GRACE TAN  
PRINCIPAL CONSULTANT AT ROP-SEA PTE LTD, SINGAPORE

**WHEN:** FRIDAY 5<sup>TH</sup> JUNE 2020 @ 10.00AM MAURITIUS TIME (@ 2.00PM SINGAPORE TIME) (30 MINUTES + 30 MINUTES OF Q&A)

### Transform your Business with Design Thinking

The webinar on the theme "Transform your Business with Design Thinking" was conducted by Ms. Grace Tan from Singapore on 29 May. She discussed Design Thinking as a design problem amid the Covid-19 pandemic and how it can help us find innovative ways to apply human-centered design principles to soothe everyday frustrations and mitigate the most pressing issues. Design thinking methodology offers synergy between business strategy and products.



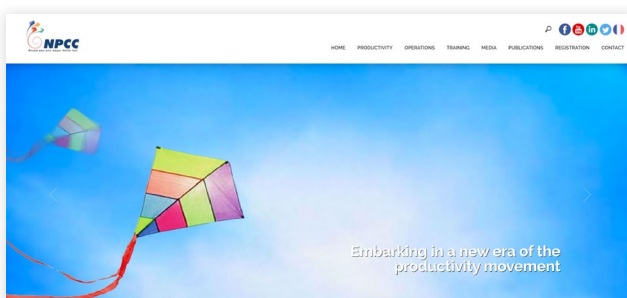
## #MORISIENPRODUKTIF BILLBOARD

If you are passing by the Rduit round about from the exit of the University of Mauritius campus in the direction to Bagatelle or Moka, you cannot possibly miss the billboard sporting the #morisienproduktif campaign. With the Covid-19 virus on the rear-view mirror and a clear view ahead, the message on the billboard is all about encouraging all Mauritians to **'Adapt'** in the post-Covid19 paradigm and **'Strive'**, which will definitely put us on the path to **'Succeed'**.

## NPCC UNVEILS NEW WEBSITE

The website of the NPCC, [www.npccmauritius.org](http://www.npccmauritius.org), underwent a complete overhaul at the beginning of July to appear in an entirely new version that offers smoother navigation and up-to-date information on the Council. The new website brings in more clarity on the productivity movement and the vision and mission as well as the objectives of the NPCC. The new website also sheds more light on the mandate of the NPCC in the present era characterised by harsh challenges and the pressing need to cultivate a higher sense of innovation and to develop a productive culture.

The portal also innovates in terms of facilities, acting as a central point that channels visitors to the other platforms linked to the NPCC, such as the Enterprise Productivity Solutions (EPS) platform, the E-Knowledge Centre and the NPCC Innovation platform. On the new website, visitors can learn about the different projects currently being implemented by the NPCC, as well as past projects since the very beginning of the Council in 2000. Besides, the portal also puts a wide range of in-house publications at the disposal of visitors.



## NEWLY CONSTITUTED COUNCIL FOR NPCC



The NPCC has a newly constituted Council chaired by Mr. Sujoy Busgeeth. The members are as follows: Mr. Sameer Chitbahal (Vice-Chairman), Dr. Bhesraj Rishi Domun (Member representing the interests of Government), Mr. Kevin Ramkaloan (Member representing the interests of the employers), Mr. Jugduth Seegum (Member representing the interests of the federations of trade unions), Mrs. Lilowtee Rajmun-Jooseery and Mr. Giandev Seewootoholl (Members drawn from industry associations and consumer organisations) and Mrs. Ann Maid François (Co-opted Council Member from Rodrigues).

The Minister of Industrial Development, SMEs and Cooperatives, Hon Soomilduth Bholah, met with the Council members on Monday 13 July at the NPCC along with the Executive Director of the NPCC, Mr. Ashit Gungah.