

Stage ready for the 22nd Fiji Business Excellence Awards



Mr. Pradeep Lal, the CEO of Vodafone Fiji Ltd, receiving the 2016 Fiji Business Excellence President's Award from Chief Guest, former Acting President of the Republic of Fiji and former Chief Justice of Fiji, Mr. Anthony Gates.



www.fnu.ac.fj
Accountability | Care | Excellence
Honesty | Service

CONTENTS

Fiji Business Excellence set to mark its 22nd awards ceremony	Page 2
Raj triumphs over weakness to succeed	Page 3
Prasad takes up chef upskilling courses	Page 3
NTPC's Team Excellence Competition hailed a success	Page 4

Fiji Business Excellence set to mark its 22nd *awards* ceremony



Telecom Fiji Chief Executive Officer Charles Goundar receives an award from the Former Fijian President His Excellency Major-General (Ret'd) Jioji Konrote.

The Fiji Business Excellence Awards are all set to take place at the Grand Pacific Hotel in Suva on Friday, December 10. This year's theme colour is 'Red: Glitter'. The idea is to celebrate the growing business excellence in Fiji, so you will see a sea of red and glitter at the GPH! It is a wonderful night to recognise the winners, but it is also a time for these organisations to celebrate their accomplishments.

FBEA is a set of national awards designed to improve productivity and quality in organisations. It aims to promote business excellence by providing a framework or criteria for performance excellence that is based on similar principles that are similar to those of other international awards.

FBEA's vision was to enhance productivity excellence in Fiji and aimed to help Fijian organisations attain world-class quality in products and services, provide recognition to excellent organizations, and provide a framework for sustainable improvement through quality management. Fiji is one of a few countries that have managed to sustain the Business Excellence programme for over two decades, and this year marks the 22nd year since its inception in 1998. The Fiji Business Awards were initially launched in Fiji in 1998 as the Fiji Quality Awards. In 2014, the name was re-branded as the Fiji Business Excellence Awards (FBEA).

The strong support from industry and government has seen the fundamental success of the National Training & Productivity Centre's Business Excellence initiative. This is evident in the number of organisations that have embarked on the journey. A total of 270 awards have been presented to around 131 applicants over the last twenty years. These organisations have benefitted immensely from their participation in the awards process and have continued to use the awards framework as an organisational self-assessment tool for recognition.

What is Business Excellence?

Business Excellence is achieving outstanding stakeholder-results through having outstanding organisational practices, all based on a set of fundamental concepts or values that are found in leading businesses. Business excellence models instruct organisations on what they must do and the organisational practises required to achieve exceptional results and, as a result, drive productivity,

competitiveness, and sustainability.

What are the benefits of Business Excellence?

Research indicates that organisations with a business excellence approach obtain significant benefits. Beyond improvement in financial indicators, other benefits include enhanced innovation and idea generation, customer satisfaction, organisational growth (employees), employee satisfaction and involvement, efficiency and effectiveness, and product reliability. Notwithstanding these benefits, one key benefit of business excellence models is that they provide a 'balanced scorecard' of criteria and measures against which organisations can objectively evaluate their management systems and performance, and compare that performance with world standard benchmark levels or with the performance of other organisations.

The research carried out in the past shows that to be competitive in the 21st century, organisations need to improve continuously and perform to an excellent standard. One of the ways to achieve excellence is by using Business Excellence Models (BEMs).

Many organisations have failed to reap the benefits of implementing improvement initiatives. One way to address these issues is by using the BEM as an overarching framework for managing and aligning multiple improvement initiatives.

Notwithstanding these benefits, one key benefit of business excellence models is that they provide a 'balanced scorecard' of criteria and measures against which organisations can objectively evaluate their management systems and performance, and compare that performance with world standard benchmark levels or with the performance of other organisations.

The research carried out in the past shows that to be competitive in the 21st century, organisations need to improve continuously and perform to an excellent standard. One of the ways to achieve excellence is by using Business Excellence Models (BEMs).

Many organisations have failed to reap the benefits of implementing improvement initiatives. One way to address these issues is by using the BEM as an overarching framework for managing and aligning multiple improvement initiatives.

Raj triumphs *over* weakness to succeed



Pooja Payal Raj is an introvert by nature, which has kept her from working for many years. She has, however, vowed to overcome this obstacle after successfully completing a programme at the National Training and Productivity Centre earlier this year.

Many people are unaware that introverts prefer to focus on their own thoughts, feelings, and moods rather than seek out external stimuli.

The 27-year-old is a fighter who has vowed to turn her weakness into her strength by launching her own business. She has already started working towards her goals by completing the Micro and Small Enterprise programme at NTPC.

"I used to suffer a lot in my life because of my timid introverted temperament, and this also led to my being unemployed for many years. However, someone lately inspired me to plan my profession and future, that someone was always there when needed anything to complete the entire course. I am determined to overcome the barriers in my life and build my own identity," she stated.

Raj, who is originally from Lautoka, says that NTPC has helped her overcome her reclusive character and overcome her flaws.

"I was a little anxious when I first started at NTPC, but I got used to it, and the programme helped me a lot to study and map out my future business strategy," she said.

"The curriculum was really beneficial, since it teaches you to think outside the box, make critical decisions, and continue to thrive in your life."

"The learning tools offered online were more than enough, and the flexibility to complete the tests and assignments demonstrated the lecturers' support."

Raj is the eldest of three siblings and lives with her parents, who own an upholstery business.

"At first, I joined since the courses were going to be taught at several locations, even outside Viti Levu. It thrilled and challenged me to step outside of my comfort zone for the first time in my life to accomplish anything," she added.

"However, owing to contractual constraints, it proved impossible. Nonetheless, taking online Zoom classes was a gratifying and novel experience for me. Another unique experience that I never imagined would make me strong was being divided into groups to solve problems."

Raj has a strong patriotic connection to the nation, since she intends to learn and contribute to the country's economic prosperity.

"I have no plans to leave Fiji because I want to start my small business as soon as possible so that I can become financially independent in a big way and contribute to Fiji's economy, even in a small way, and be regarded as an entrepreneur rather than just an employee thanks to the training I received from NTPC."

Raj intends to be a successful businesswoman in the next five years, which is her next five-year plan.

Prasad takes up chef *upskilling* courses

No matter how difficult life is, Shaya Shalini Prasad, a graduate of the National Training and Productivity Centre, believes that we must all remain hopeful in order to achieve our goals.

Prasad earned a Certificate III in Cookery in 2018 from Fiji National University and has since worked at a hotel and airline company, contributing to the country's hotel and tourism industries.

She lost her employment as a result of the COVID-19 pandemic, and the work she enjoyed came to a halt as all borders and hotels were closed.

Despite this, she remained optimistic and confident in her capabilities as she completed her course in micro, small, and medium enterprises. This helped her secure a position as a catering attendant at the Air Terminal Services (Fiji) Pte Ltd earlier this year.

"I chose to enrol in NTPC's Micro, Small and Medium Enterprise programme, which helped me during the pandemic. The most exciting aspect of my job is that I am constantly learning new things through my interactions with people from all around the world. I also have knowledge of passenger and freighter flights. Additionally, I was able to complete work-related training in Safety Management and Aviation Safety," she explained.

Prasad, 25, comes from Sablau Votualevu, Nadi and has worked as a commis chef at the Hilton Beach Resort and Spa for the last three years.

"After losing my job, I chose to enrol in a short course offered by



NTPC to enhance my knowledge and skills in my sector of employment. Throughout this time period, my mother was the driving force behind my achievements," she said.

"Upgrading my qualifications and experience was one of the best decisions I made, and I was able to obtain good chef skills."

Prasad enjoys cooking at home and experimenting with new recipes for her family members, as well as spending time with her niece and nephew, in addition to assisting her mother with backyard gardening and caring for the poultry farm.

"NTPC provided me with the option to study an online Small Micro and Medium Enterprise course. We were given all of the information on a moodle page, along

with notes and a student guide, which made it easier for me to comprehend my notes and tasks," she explained.

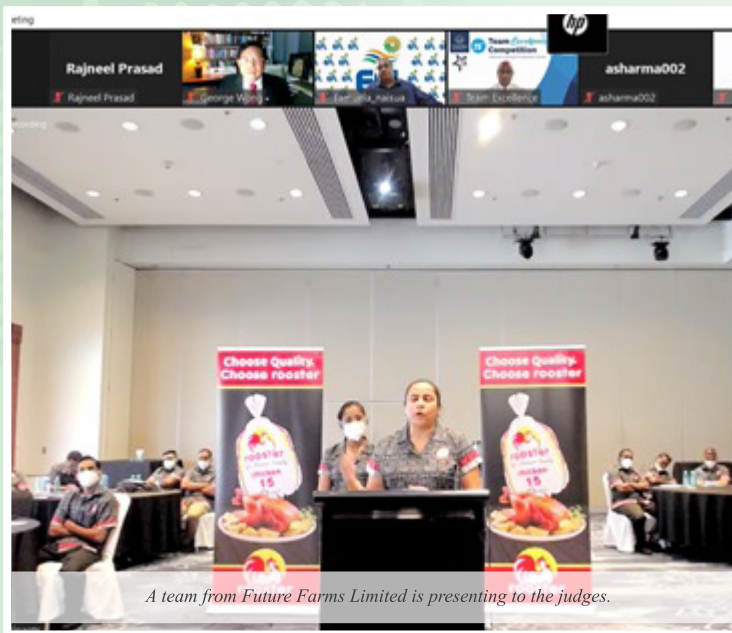
"As the borders open this month, there is a surge in demand for tourism trade both locally and globally." It will result in the creation of various work opportunities.

"I am putting in a lot of effort to see myself running a small business selling food products within the next five years."

Prasad concluded, "Hard work, commitment, and dedication can help people unlock doors of opportunity."

NTPC's Team Excellence Competition

hailed a success



A team from Future Farms Limited is presenting to the judges.

Fiji National University's (FNU) National Training Productivity Centre (NTPC) successfully hosted the first Team Excellence Competition in conjunction with the 25th National Quality Convention last month.

The Asia Pacific Quality Organisation President, Mangalika de Silva and the Managing Director of Hoclink Singapore, George Wong, were the keynote speakers at the event. Both speakers highlighted the importance of boosting productivity and culture with a hybrid workplace, working from home, resilience, and reinventing with a productivity mindset.

The Team i7 from Future Farms Limited received a 3-star rating for its presentation, the highest level of recognition in the Team Excellence Competition. The other teams that also competed included two teams from Future Farms Ltd – Team Badassery and Team Maroroi, which received a 2-star rating and Team Lalawa from the Ministry of Itaukei Affairs also received a 2-star rating.

Future Farms Pte Ltd General Manager, Stanley Raniga, said the company was proud of the team's achievements.



Managing Director Hoclink Singapore, Mr. George Wong talking to the participants and the guests at the Team Excellence Competition.

"This year marked the 25th year of excellence in quality at the National Quality Convention. Our three teams, with 19 team members, were recognised at FFL's In-House Quality Circle Convention with gold, silver, and bronze awards, respectively. The teams went on to showcase their improvements and innovative projects to the whole nation at the National Convention on Quality. These teams have produced exceptional results through their work and engagement. The Quality Circle concept has been a driving factor for business and individual growth, and we have seen this progression over the years," Raniga said.

"In addition to the National Convention on Quality, Team i7 represented FFL and Fiji through NTPC at the International Quality & Productivity Convention in Indonesia and were also awarded Gold. Team i7 presented their innovation through a process improvement project, aligning with our goal of continual improvement and excellence as an organisation and showcasing our commitment as Rooster Chicken. The Team Excellence Competitions provide an innovative path for excellence through individual ownership in teams with a growth mindset. It is also a great engagement tool for an organisation."

Manager Quality Awards Bob Mitchell said the Team Excellence Competition was rebranded and included new criteria benchmarked against leading international organisations such as the Asia Pacific Quality Organisation's Award for Contributing to Excellence and Team Competition and Asia's leading International Quality Circle Control team competition.



Manager Quality Awards, Bob Mitchell moderating the Team Excellence Competition.

"The Team Excellence Competition showcase quality concepts used by teams within various organisations to make valuable improvements in areas such as customer satisfaction, waste reduction, employee morale, self-confidence, innovation by employees, and organisational transformation," Mitchell said.

"The objectives of the competition is for teams to present their projects using the appropriate tools and techniques to be reviewed by judges, augmenting cooperation and fostering leadership within the organisation, share experiences in improving the performance of the group, and gain recognition for outstanding efforts through participation in group activities in Team Excellence Competition."

The National Training and Productivity Centre's Build the Future is a monthly newsletter which aims to promote the Centre's activities to the wider community. This newsletter is produced by the Centres Customer Service, Research and Promotion team. For views or comments please email pravin.narain@fnu.ac.fj.

Build the future welcomes submission by staff and students for publication in the newsletter. Please send your suggestions, comments or articles for consideration to pravin.narain@fnu.ac.fj