

NTPC hosts FBEA successfully amid pandemic



The President of the Republic of Fiji, His Excellency Ratu Willame Katonivere officiating at the Fiji Business Excellence Award at Grand Pacific Hotel in Suva.



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Head of State commends NTPC for organising the Fiji Business Excellence Awards

The President of the Republic of Fiji, His Excellency Ratu Wiliame Katonivere, commended the Fiji National University's (FNU) National Training and Productivity Centre (NTPC) for sustaining the Fiji Business Excellence Awards (FBEA) for 22 years.

The Head of State made the statement while officiating as the chief guest at the Fiji Business Excellence Awards ceremony held at the Grand Pacific Hotel in Suva last Friday.

He said Business Excellence is an essential tool for organisations to strengthen their capabilities and processes, and companies can adopt the Business Excellence framework assessment tools to identify strengths and areas for improvement and then act on those through a systemic approach to improve business performance.

"The Fiji Business Excellence framework and criteria play an important role in strengthening Fiji's competitiveness on a global level, which is of paramount importance in remaining relevant in an ever-changing business landscape," said President Katonivere.

"It has assisted many Fijian organisations in improving their organisational processes, capabilities, and results, which can be benchmarked against the best practises of leading global organisations in their respective sectors. The Business Excellence framework helps companies address critical organisational needs related to long-term success and sustainability by strengthening business fundamentals such as leadership, strategic planning, management analysis, and knowledge management, workforce focus, customer and operation focus," he said.

"I wish to congratulate the National Training and Productivity Centre on its 22 years of achievement on the 'Sustainability of Business Excellence programme' in the country. Only Singapore has achieved such a milestone, and it gives me great pride to acknowledge that Fiji is only the second country to achieve such a feat."

The President commended NTPC for its being innovative and reviewing its strategy and approach for the 2021 Fiji Business Excellence Awards Process by implementing a Virtual Evaluation process for the first time. The 2020 FBEA was cancelled due to COVID-19 restrictions.

"It would be rather remiss of me not to commend the work of the Award Secretariat under the leadership of Professor Wilkinson and the management of the Awards programme by Dr Isimeli Tagicakiverata and his team. Similarly, I wish to commend the hard work and commitment of the Panel of Review members for their efforts and guidance in ensuring the integrity, neutrality, and competency of the awards are upheld and preserved. To the evaluators who continue to make valuable contributions to the Fiji Business Excellence Awards, well done and keep it up."

Eleven organisations walked away with the awards in the 22nd Fiji Business Excellence Award in the different categories.

The President's Award category, which is the highest award in the FBEA, was won by Future Farms Pte Limited and the iTaukei Land Trust Board.

CRP Industries Pte Ltd and Roofing & Profiles (Fiji) Pte Ltd won the Commitment to Business Excellence Award, while five organisations included Biosecurity Authority of Fiji, Manubhai Industries Ltd, Ajax Spurway Fasteners PTE Limited, Sugar Cane Growers Fund, and R.C. Manubhai and Co. Pte. Ltd, received awards in the Achievement in Business Excellence category.

The Office of the Auditor-General and Post Fiji Pte Limited scooped awards in the Fiji Business Excellence Prize category.

Dr Isimeli Tagicakiverata, Director NTPC, congratulated all the winners and encouraged all organisations to continue to strive for excellence in the future.



"We congratulate all organisations that have participated this year, and we recognise their journey, and sacrifice and determination to reach this point. I would also like to remind all award winning organisations, that after tonight's celebration, they must not remain complacent with whatever they have achieved but continue to aspire for higher levels in the future," he said.

"I encourage all organisations represented here to strive towards achieving the President's Award, which is the mark of a World Class organisation. The greatest challenge is sustainability. Getting to this high level is hard, but maintaining it at this level is even harder," he said.

"To date, only seven organisations have been recipients of the President's Award. All are from the private sector, namely Vodafone Fiji Ltd; Sheraton Fiji Resort; DHL Express (Fiji) Ltd; Energy Fiji Ltd; Air Terminal Services; Future Farms Limited and Jack's of Fiji. Vodafone has set the benchmark as the only organisation to have been recognised at the Presidents' level five times. So yes, it is possible to maintain it at the top. "

The FBEA is based on the Malcolm Baldrige Business Excellence framework. To date, more than 400 professionals have been trained as evaluators, and more than 270 awards have been presented over the years.



L-R Department of Quality Awards Manager, Bob Mitchell, FNU Acting Vice-Chancellor William May and NTPC Director, Dr Isimeli Tagicakiverata.

Fiji Business Excellence Awards WINNERS LIST

Commitment in Business Excellence



CRP INDUSTRIES PTE LTD



ROOFING & PROFILES (FIJI) PTE LTD

Honorable Usamate recognised for his service



Honorable Jone Usamate receiving the award from the President of the Republic of Fiji His Excellency Ratu Wiliame Katonivere.

The Minister for Infrastructure and Meteorological Services, the Minister for Lands and Mineral Resources, and former National Training and Productivity Centre Director, Jone Usamate, received the prestigious Asian Productivity Organisation's Regional Award.

The Honorable Usamate was recognised for his substantial contribution to the productivity movement in the Asia-Pacific region. With his extensive experience in productivity, he has worked at NTPC from 2000 to 2010, formerly known as the Training and Productivity Authority of Fiji (TPAF), and the Ministry of Employment, Productivity, and Industrial Relations from 2012 to 2018. During his time at NTPC, he has been National Productivity Organisation Head and APO Alternate Director for Fiji. He is a pioneer of Fiji's first National Employment Policy in 2017, and he also introduced the Fiji Quality Awards, which later became the Fiji Business Excellence Awards, in 1997 through TPAF.

The guiding document for the APO Regional and National Awards, the APO Regional and National Awards: Conditions and Procedure, was approved by the APO Governing Body in August 1985, more than 35 years ago. The current conditions and procedures stipulate that the APO Regional and National Awards shall be given every five years starting from 1990. In terms of the number of recipients, regional awardees shall not exceed five on each occasion, and one per member country shall receive the National Award.

During its 61st and 62nd sessions, held in 2019 and 2020, respectively, the Governing Body decided to defer the conferment of the APO Awards in 2020 to coincide with the APO's 60th anniversary in 2021. The Governing Body

also expanded the scope of the Screening Committee to actively identify eligible individuals who may meet the conditions of the awards, in addition to receiving nominations from member countries.

For the upcoming 2021 awards, the number of nominations received by the deadline of August 31, 2020 was 11 and 24 for the Regional Awards and National Awards, respectively. Proposals for Revisions to the APO Awards The Screening Committee, comprising the APO Chair, two Vice Chairs, the Secretary-General, and two coopted members, noted that the number of nominees for the 2021 awards surpassed previous occasions.

APO Regional Award

Individuals who have made outstanding contributions with significant impact or achievements in any one or more of the following categories in the Asia-Pacific region are eligible for nomination.

1. It is excellence in policy formulation and strategic thinking, or leadership and management, that enables new, innovative ideas for productivity improvement to flourish, leading to enhanced, sustainable productivity movements, institutional building, and institutional cooperation for improving productivity in the region.
2. Development of new, innovative methodologies, tools, and techniques in special fields of activity for increasing productivity in the region through onsite activities or through research, publications, and skill-, knowledge-, and idea-imparting activities.

Fiji Business Excellence Awards

WINNERS LIST

Achievement in Business Excellence



BIOSECURITY AUTHORITY OF FIJI



MANUBHAI INDUSTRIES PTE LTD



AJAX SPURWAY
FASTERNERS PTE LIMITED



SUGAR CANE GROWERS FUND



R.C. MANUBHAI & CO. PTE LTD

Fiji Business Excellence Prize



OFFICE OF THE AUDITOR GENERAL



POST FIJI PTE LIMITED

President's Business Excellence Award



FUTURE FARMS LIMITED T/A ROOSTER POULTRY



ITAUKEI LAND TRUST BOARD

NTPC assists in creating gender balance in the construction industry

One would always believe that the construction work is only suitable for men in our country, given the work requires a lot of physical effort. However, times are changing, and females have proven that they are equal to men in any work field.

In the past, the construction industry has been known as a primarily male-dominated trade sector in Fiji. It is no surprise that we believe the construction business is not a good fit for women because 99 per cent of workers on construction sites are men. This mindset is outdated, and an increasing number of organisations are striving to dispel prejudices and encourage women to pursue careers in the construction field.

Awareness and advocacy are one way this can be accomplished, as with the desire to overcome the stereotype that brand 'construction is for males' as in any industry.

Alternately, gender initiatives for several decades by the government and local businesses have failed to apprehend the hierarchical reprehensive of women in the construction sector. This has seen a continued rise in women in the construction industry, as was seen in the UK in 2018, where they employed about 3 million construction workers, of which only 13% were women, with 12% are being paid less than the average margin as compared to their male counterparts. Similarly, in Australia, women make up 12% of the construction workforce and 3% are working as tradespeople in the construction industry, with a drastic fall of 13.8% in 1998 to 12% in 2018 as reported in the Women in Construction report.

With this in mind, more opportunities for women who want to work in the construction industry should be created, as they can use other skill sets that do not require physical labour, such as architecture, drafting, project management, designing, structural engineering, civil engineering, and other trade skills. Studies have shown that employing women in any construction business will increase profitability, drastically benefiting female workers and the construction industry.

The training was organised by Rotary Pacific Water (RPW)



and funded by the European Union (EU), held at the National Training Productivity Centre (NTPC) for women and youth to study the 7 basic plumbing modules that will enable them to work as assistant plumbers, utility/handyman, and handywomen in any construction market.

RPW is a non-governmental organisation established in 2007 and has been working in the area of water and sanitation for the past 12 years. The organisation endeavours to organisational communities with safer drinking water and adequate sanitation. This is accomplished through public health awareness, infrastructure solutions, and skills training endeavours that rural water supply needs are sustained. To date, RPW has successfully invested over FJD 6 million dollars and carried out over 300 water and sanitation projects that have benefited more than 75,000 people in the rural areas around Fiji. However, RPW has been able to implement its projects through its stakeholders (Ministry of Health, Department of Water and Sewerage, Water Authority of Fiji, Mineral Resources Department, Provincial Administrators, Provincial Offices, NTPC, and UNICEF) in order to ensure the sustainability of its projects.

RPW had signed an MOU with FNU-NTPC on its quest to provide training in their areas of work.

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.