

FIJI BUSINESS EXCELLENCE AWARDS 2021 ON TRACK



2019 President's Business Excellence Award Winner- Jack's Retail Limited

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Fiji Business Excellence Awards committee completes assessment process



Fijian Competition & Consumer Commission chief executive officer Joel Abraham receives the award from the Fijian President His Excellency Jioji Konrote at the 2019 Fiji Business Excellence Awards.

The Fiji National University's (FNU) National Training and Productivity Centre (NTPC), which manages the Fiji Business Excellence Awards, has concluded its 2021 evaluation process for organisations that had applied for recognition this year.

The Fiji Business Excellence Awards (FBEA) is a set of prestigious national awards designed to improve productivity and quality for organisations in Fiji. The FBEA was introduced in Fiji to promote business excellence by providing a Framework or Criteria for assessment that is based on similar principles as other Business Excellence (BE) or Quality Awards throughout the world. As such, it is the most prestigious award that promotes business excellence in Fiji.

The levels of recognition for the 2021 applicants were finalised by the Panel of Review (POR) at the virtual meeting held in September.

Manager Quality Awards Bob Mitchell said this year his team took a different approach due to the COVID-19 pandemic, where they had to use online mediums to evaluate organisations.

"It was a rigorous process where the team dealt with the challenges brought by the pandemic. The virtual online evaluation included meetings with the senior executive teams, middle management and staff, including sighting relevant documents. This is the new method we have used to assess the organisations, and it was a success," Mitchell said.

"The virtual evaluation process has also significantly reduced the expenses involved with training and face-to-face evaluation, and this pandemic has provided us the opportunity to think outside the box and be able to sustain the FBEA process."

Mitchell said, with the FBEA setting the trend on the online evaluation process, it is also the first to introduce new benchmarks in organisational performance assessments carried out online by a team of professional and experienced evaluators engaged from various organisations by the FBEA Secretariat.

"The FBEA Secretariat looks forward to next year's process with improvements in the coordination of the process, and we acknowledge all the organisations that participated this year. The Secretariat is now focused on the awards and will be sending an update in due course," he said.

"The Secretariat acknowledges all the FBEA Evaluators who participated in the 2021 FBEA virtual evaluation process, the team leaders for their mentoring and guiding the team and working within the time frame to complete the process. We also acknowledge the Panel of Review members who went the extra mile to ensure the meeting continued and the evaluation process completed."

NTPC Director, Dr Isimeli Tagicakiverata, commended his team for standing firm despite the challenges of the pandemic to ensure that the processes were carried out to recognise the hard work by the organisations this year.

"We did not host the FBEA in 2020 because we were conscious and empathetic to the efforts of organisations and businesses in Fiji as they adapted and stabilised after the initial wave of Covid-19. The process would not have been possible in 2020, but we are glad that this year, we have received interest from sixteen organisations," he said.

"NTPC has plans to have the Awards later this year, and currently, we are in discussion with our team and stakeholders about how and when we can make it happen. The vision of the Fiji Business Excellence Awards Secretariat is to create world-class organisations and to bring about a better quality of life for our workers and people."

Over the past 22 years, 131 organisations have been recognised at different levels since the Fiji Business Excellence Awards, formerly known as the Fiji Quality Awards.

The Fiji Quality Awards (FQA) was launched in 1998, and in 2004, the Fiji Quality Awards was rebranded as the Fiji Business Excellence Awards (FBEA).

Taanga triumphs over fear



Taangatoa Rambuka Sitiveni East Taanga, a graduate of the National Training and Productivity Centre's Diploma in Information Technology programme, believes that nothing is impossible in life if one is determined to succeed.

The 29-year-old admitted that having English as a second language has been challenging. Still, he

has not shied away from the obstacles, tackling them front on as he works towards earning a double major in Engineering in the future.

"For me personally, it is just the English language; as a second language, it is a fight. It is a little difficult, whether it is speaking, pronouncing the words, or even learning the spellings of new words I have come across to hear for the first time, or technical phrases I have learned," he stated.

Taanga's enthusiasm for technology drove him to complete the course and pursue a career in the information technology field.

"I have always had a fascination with technology and enjoy being around and tinkering with technological items. I am more interested in practical tasks than in theory.

"I am not a theorist, but I enjoy doing practical things, which is what we do in our family. I enjoy working with electronics,

machinery, wiring, and networking, and it also aids with the security of my family, particularly when it comes to the internet."

He feels that hard work, commitment, and perseverance are the keys to a more secure job path in the future.

"Whether you are a slow learner, a novice, or English is not your first language, never give up on your dream or passion. Be yourself, do the impossible with God as your guide, and enjoy learning, working, and meeting new people. It is difficult to learn, but it is not about proving who is wiser, brighter, talks better, or even writes better; it is about humbling yourself so that you may know by heart what you truly want to learn. Competing just results in tiredness, and the next thing you know, you have lost who you are. Everything begins at the absolute bottom. Learn what you enjoy and enjoy the material you are studying," he said.

"As for me, if you appreciate working in information technology networking, join the platform and enjoy the journey. NTPC is the right place for people like me who are not as active with speech but excel at practical learning; thus, I see no reason why you should not take the chance of joining NTPC, where people like you and me thrive on practical learning. Even geniuses, I believe, would gladly attend FNU to further their education. It is always different when you apply theory to practise. When you combine the two, you will become the next genius.

"In the starting, when I joined NTPC, I feared that students would laugh at me because of the way I talk. I was wrong as the staff and students were friendly, very motivating. It was spectacular with the staff and the tutors, and even students. I urge those who had the same fear as I have to join NTPC."

Rizwan flourishes in his field

Mohammed Rizwan's desire of a better and more secure profession started off after completing courses in Automotive, Electrical, and Electronics programmes from the National Training and Productivity Centre.

After completing the programme, the 29-year-old is currently working as an automotive serviceman for the Ministry of Agriculture in Nabouwalu for the past eight years.

His dedication and hard work allowed him to get his ideal career in the automotive industry.

"I am the eldest child in a family of four, and I grew up on the lovely island of Vanua Levu in the province of Bua." It had always been an ambition of mine to work in the automotive industry, and after finishing my secondary studies at Bulileka College, I opted to join NTPC,"he stated.

Rizwan picked this profession since he has always had a fascination with vehicles.

"To make my ambition a reality, I opted to study light



motor vehicle engineering, and after graduation, I began working as a mechanic. While working in the field, I saw that technology was changing and that I needed to upgrade my skills with new technologies "he said.

"Studying while working was only possible at NTPC, so I enrolled in the Automotive Electrical & Electronics programme. I completed online theoretical classes since I was on Vanua Levu and the class was provided in Viti Levu at Narere Campus, and I had to go to Narere for practical. This training

flexibility aided me in accomplishing my aim."

"My experience with NTPC was one of the greatest. The trainer was quite helpful, especially when it came to conveying skills and knowledge in depth. Being in my field requires me to learn new things every day, and new things come with new experiences. Because times are changing and technology is continually improving, this industry necessitates upskilling with the Automotive Electrical & Electronics programme."

Tips to *become* a Good Leader

By: Department of Executive Management

Leaders are not born but they are trained over the years to lead its people. Every excellent leader is capable of inspiring and motivating others. But not everyone is born with the ability to lead. It's sometimes vital to put the development of leadership skills first. This holds true in the virtual world as well. Whether you are a Director, CEO, manager, business owner, or motivated employee, you'll need a variety of leadership characteristics to build the best possible team, encourage cohesiveness, and foster an engaging company culture as a remote worker.

Communication is crucial, and a mix of other specific skills can propel you to the top of the remote leader rankings. So, whether you're switching from onsite to remote work, have never managed a team before, or just want to, here are the skills you'll need, how to develop them, and how to use them. Training is essential for the development of leaders in every organization. Train your leaders if you have the funds and resources. Leaders have a good impact on firms and contribute to bettering company culture.

Integral Leadership attributes

Self-Leadership – “Know Thyself”

Knowing oneself is the first step towards self-leadership, and possibly the most important aspect of the leadership skill set for remote workers.

Is it possible to be a good leader?

Without any leadership experience in your own life, the answer is most likely not. That is why taking charge of one's own destiny is so important. At its most basic level, self-leadership entails:

Ambition and self-improvement: Improving oneself as a leader and person spiritually, mentally, and physically.

Self-management: Time management and meticulous attention to detail are essential.

Self-reflection: Investing a productive minute each day in reflecting on work, life, and other matters.

Self-knowledge: Being aware of your own strengths and weaknesses, as well as your abilities.

Something to consider for leaders is that: Self-leadership is an inward endeavour, thus many people may struggle at first.” However, just thinking about each aspect of self-leadership for five minutes a day can be the start of effective leadership of others.

Solar energy is the way of the future

Economic progress, computerisation, and modernisation are heavily reliant on energy supply security. Global energy demand is increasing rapidly; the overarching concern is how to meet future energy interests best. Long-term predictions indicate that global energy demand will continue to grow rapidly. Petroleum derivatives have been used extensively to fulfil this energy demand. Non-renewable energy sources emit ozone-depleting compounds that profoundly affect the climate and future generations of people.

In the meantime, the planet's sustainable energy sources (solar, wind, hydro, geothermal, and biomass, to name a few) need outflow energy sources. Environmentally friendly energy innovations are a great idea because they may help total energy production while emitting fewer ozone-depleting elements.

Sunlight-based energy is the transformation of heat, the energy emitted by the sun. For centuries, people have used it in a variety of ways. The most seasoned applications of solar energy include heating, cooking, and drying.

Solar energy is classified into four distinct categories. Photovoltaic structures are one of the most generally recognised methods of harnessing solar energy through photovoltaic frameworks, or as they are often known, sun-powered cell frameworks, which generate energy directly from sunlight. The others are frameworks for solar water heating and solar energy systems, and passive solar heating.

PV modules absorb solar energy and convert it to a useable form of electrical flow. The sun gleams from one side of the globe to the other, making solar energy appropriate for use wherever. Because solar energy can be used with batteries for energy storage, sun-powered electric frameworks can operate independently of the utility grid, making them viable for remote places. Sun-based modules have no moving components, which reduces support expenses, and they are extremely robust, with a service life of 25+ lengthy stretches of guaranteed power. Because solar energy is dependent on the sun for its fuel, there is no compelling incentive to drill for oil-based fuels, refine them, or transport them to the location. As should be evident, solar energy has a plethora of benefits. Solar energy has a number of advantages and downsides. The pros include being better for the environment, producing ideal, sustainable power, saving money, lowering your utility costs, and increasing the value of your house. As a result, downsides include the fact that solar may not operate at night, that you will be unable to install on your own, that not all sunlight charging panels are excellent, and that some roofs may not be suitable for solar.

Solar energy will become increasingly popular in the coming years. Wind and hydropower typically require consumers to reside in specific places, but solar energy offers more potential; the sun rises and sets on a predictable schedule, and it is not as variable as running water or wind.

By Department of National Apprenticeship and Trade Test.

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