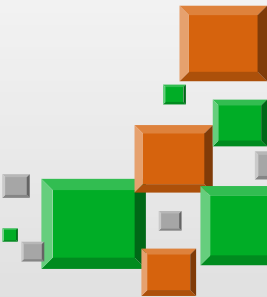
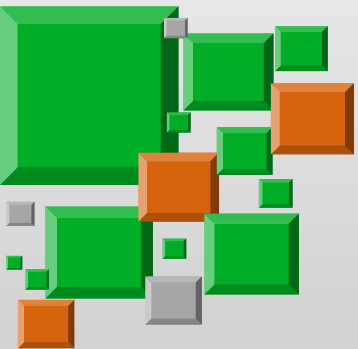


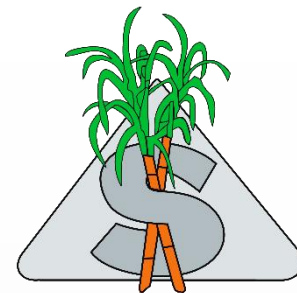
TEAM EXCELLENCE COMPETITION 2022

**“Innovations for Higher
Productivity”**





TEAM MEMBERS



Raj Sharma

Chief Executive Officer



Sheetal Shalini

Manager Information
Technology



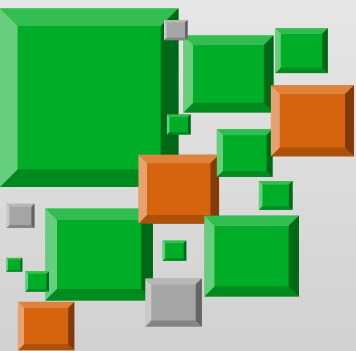
Prashneel Prasad

Business Analyst/ Project
Officer



Salome Naivaro

Loans Officer - Lautoka



**Fiji
BUSINESS
EXCELLENCE
AWARDS**



BACKGROUND



After World War II – need to rehabilitate farms , machines (SCGF) originated in 1946 need for commonwealth sugar exporting countries including Fiji and the United Kingdom to establish and set aside reserve funds.

1947 up to the 31st December, 1959, stg. 2, 597, 210- contributed to the millers' general account and 56.5% to the growers' general account-
17th April

Later, Sugar Cane Growers Fund Authority (Fund) was established by Act No. 9 of 1984 enacted by the Parliament of Fiji on 26 July 1984. All monies and Assets of the Sugar Cane Price Support Fund were transferred to the Sugar Cane Growers Fund under

Name changed to Sugar Cane Growers Fund by amendment Act 12 of 1996;

SCGF a corporate body of the Government registered Head Office in Drasa Avenue, Lautoka,

District Offices: Lautoka, Nadi, Ba, Tavua, Rakiraki, Labasa and Seaqaqa and weekly agency services to Sigatoka; and

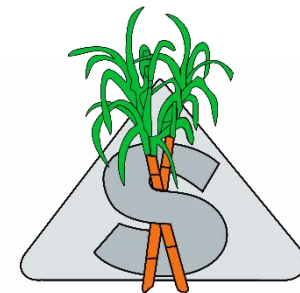
SCGF has also provided loans to Sugar industry stakeholders such as FSC, and SPFL.



**Fiji
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EXCELLENCE
AWARDS**



CORPORATE PHILOSOPHIES



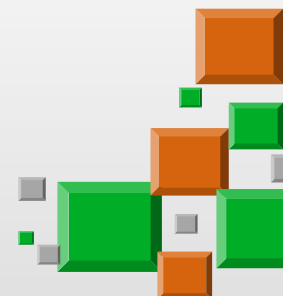
Vision, Mission, and Values play a part in the organizational strategy process and we are no exceptions. The basic building blocks of values such as honesty, integrity, respect, and professional behavior is combined and developed into the statement of what SCGF is all about.

VISION

MISSION

VALUES

To be the premier and sustainable financial service provider for Fiji's sugar cane growers.



**Fiji
BUSINESS
EXCELLENCE
AWARDS**



CORPORATE PHILOSOPHIES



Vision, Mission, and Values play a part in the organizational strategy process and we are no exceptions. The basic building blocks of values such as honesty, integrity, respect, and professional behavior is combined and developed into the statement of what SCGF is all about.

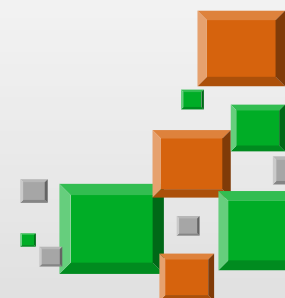
VISION

MISSION

VALUES

We exist to:

1. **Provide very high quality, fair and affordable financial services to all cane growers of Fiji;**
2. **Be ethical and honest in all our dealings;**
3. **Enhance livelihood of all that we serve; cane growers;**
4. **Be sustainable and contribute in transformation of the industry, and**
5. **Be part of the prosperity journey for all the cane growers.**



**Fiji
BUSINESS
EXCELLENCE
AWARDS**



CORPORATE PHILOSOPHIES



Vision, Mission, and Values play a part in the organizational strategy process and we are no exceptions. The basic building blocks of values such as honesty, integrity, respect, and professional behavior is combined and developed into the statement of what SCGF is all about.

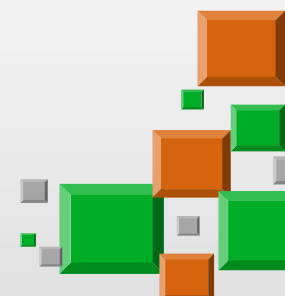
VISION

MISSION

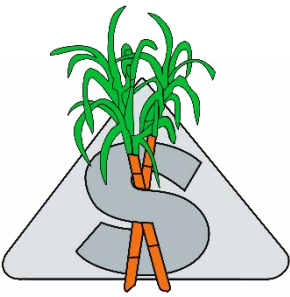
VALUES

We ingrain our values as and for “**GRROWERS-II**”,

1. **G**rowth - for all stakeholders of SCGF;
2. **R**esponsible - in all our dealings across;
3. **R**esilient - be there in good times and bad times;
4. **O**ppportunity - for all stakeholders but prudently;
5. **W**illingness - listen, help with compassion;
6. **E**mpathy - for all stakeholders;
7. **R**esponsive - with dedication and commitment;
8. **S**ustainable - for its longevity;
9. **I**nnovations - think inside and outside of the box; and
10. **I**ntegrity - highest level of integrity and honestly.



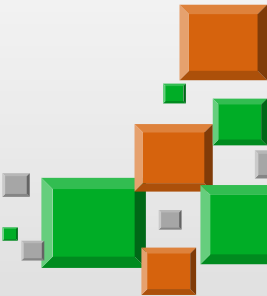
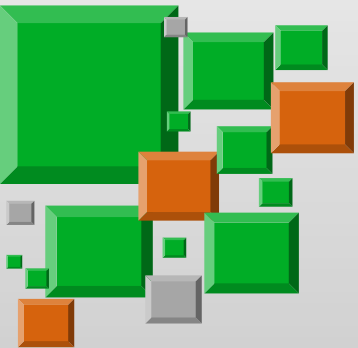
Fiji
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EXCELLENCE
AWARDS



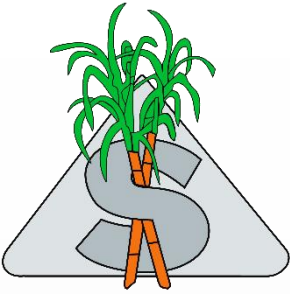
TEAM: SUGAR FUND TECH

PROJECT:

“Digitalization & Automation of Manual Processes”



**Fiji
BUSINESS
EXCELLENCE
AWARDS**



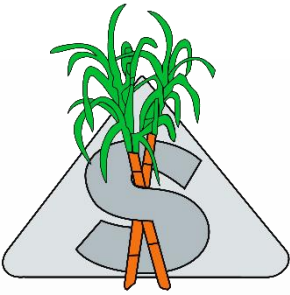
PROJECT OVERVIEW

The project is based on the concept of process improvement- Automation and Digitization of services and process which results in paper wastage. While working on the project the team managed to identify areas with issues where cost could be reduced by doing the same task in a different way. The project is aligned to the organizations vision and pillars, Sustainable Development Goals as well as National development Goal. The challenges faced during after implementation was to train the users on the automated processes, getting customers sign up for digital services- which is ongoing. Our teams' common goal for the implementation was to improve efficiency, innovation and easy accessibility.





Customers

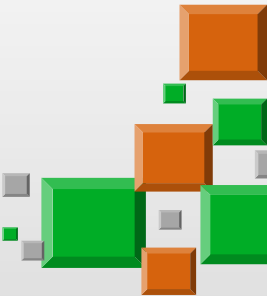
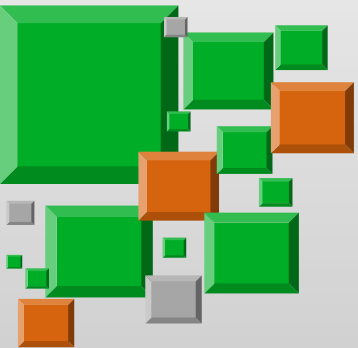


Our Focus during Problem Analysis & Implementation Process:

Internal Customers – Our Staffs

External Customers- Our Growers

Our team's main objective was to implement a practical solution that would meet our customers' needs and expectation as well minimize cost for the organization.





Stakeholder Engagement

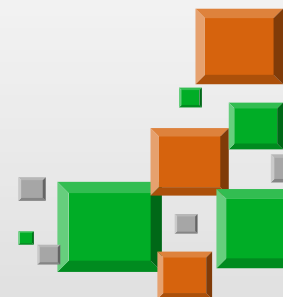
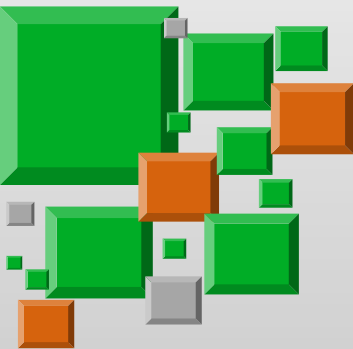


The following stakeholders were identified for communication regarding the project:

1. Board
2. CEO and Management
3. Staff – Head office and District Office
4. Customers
5. Vendors

The communication medium used to keep stakeholders engaged are:

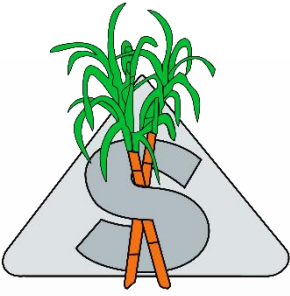
1. Email
2. Board paper reporting
3. Radio Announcement
4. Social Media update
5. Growers Meeting by district staff



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CODE OF CONDUCT



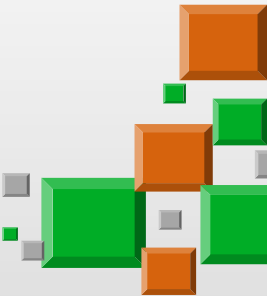
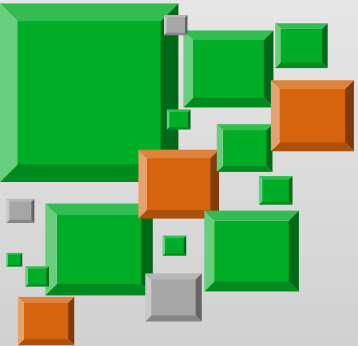
Team Work

Participation

Communication

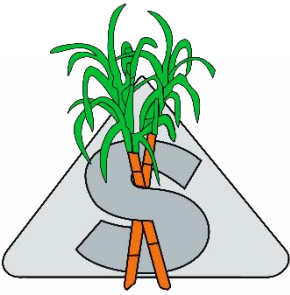
Problem
Solving

Meeting
Guidelines





Project Timeline



- Initiate Project
- Team Formation and Leader selected
- Formation of Code of conduct
- Planning on project stages
- Project Selection



- Solution Implementation

- Get Feedback from internal customers
- Analyze Impact on Productivity & Sustainability

September

October

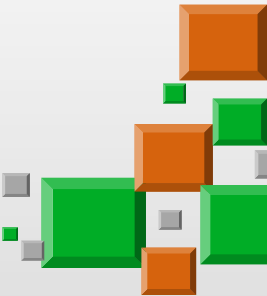
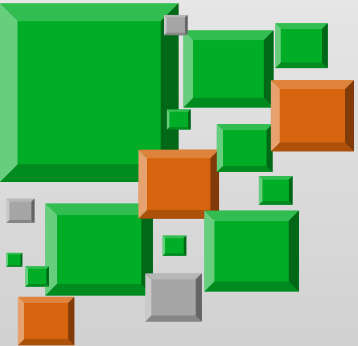
November to March

April

May

- Problem Identification
- Problem Analysis
- Data Collection
- Root Cause Analysis

- Post Implementation Review
- Evaluate Results



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Project Timeline



- Implementation of Green ICT program at SCGF

- Presentation of Green ICT Project at National Conference in IT by FNU

- Final Presentation & Report Submission for National Quality & Innovation Conference

June

July

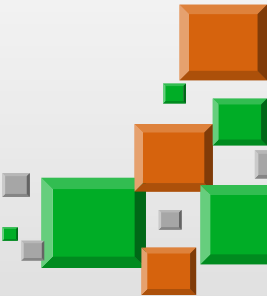
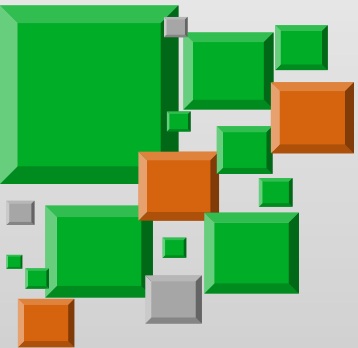
August

September

October

- Learning Outcome
- Future Projects

- Reforestation Program to promote Green ICT



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AWARDS**

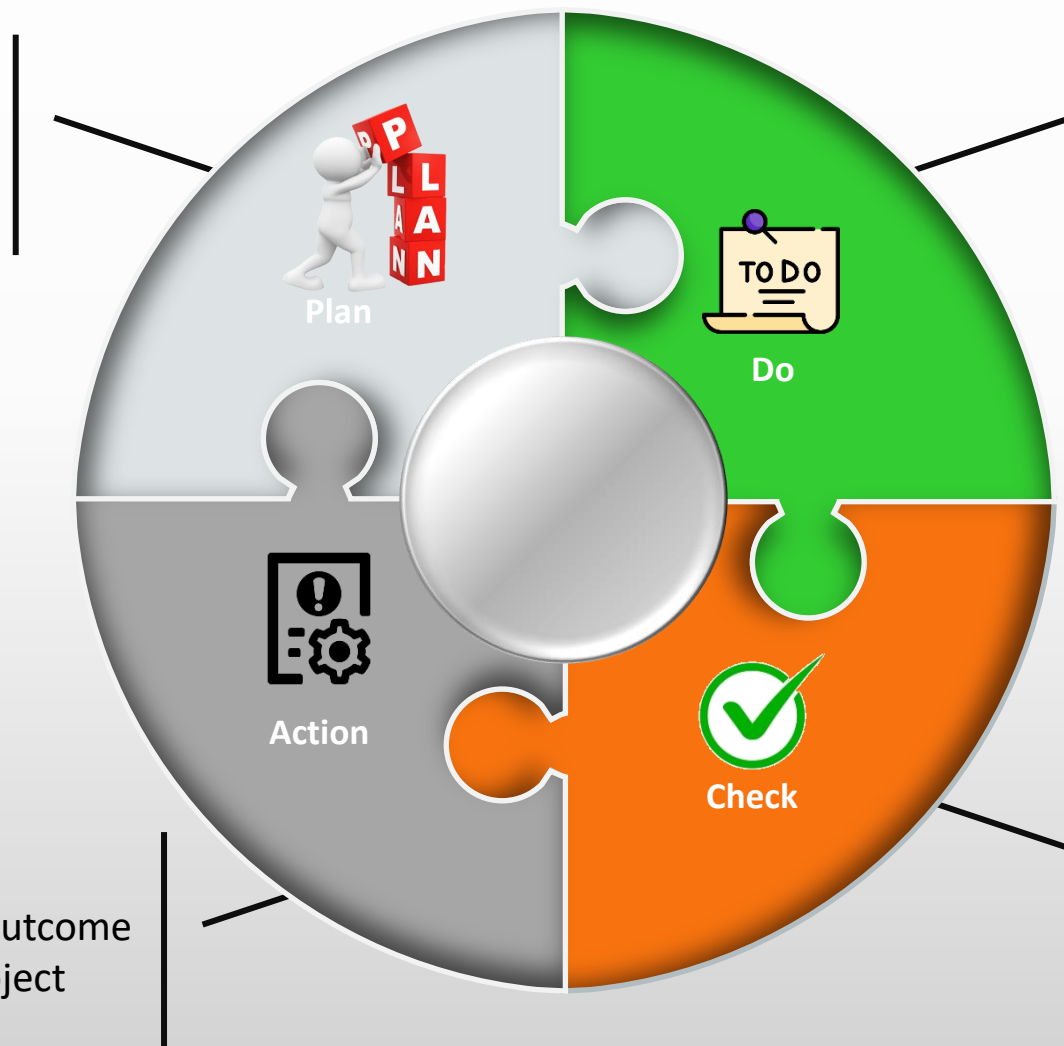


METHOD



Plan

1. Team Formation and Meeting
2. Planning
3. Project Selection
4. Problem Identification
5. Problem Analysis
6. Data collection & Analysis



Do

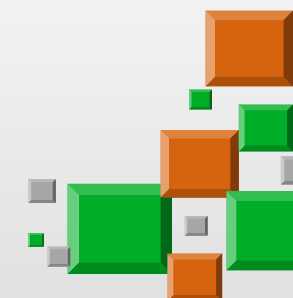
1. Implement Solution

Check

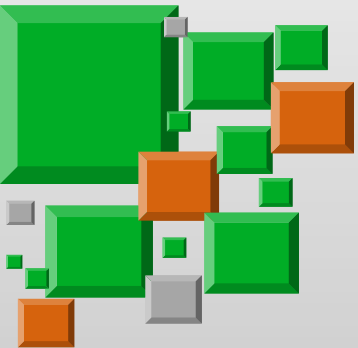
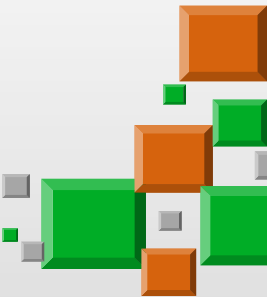
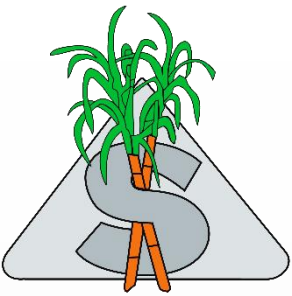
1. Result Evaluation
2. Impact on Productivity and Sustainability

Action

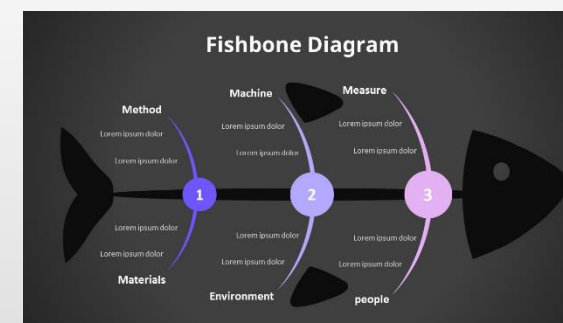
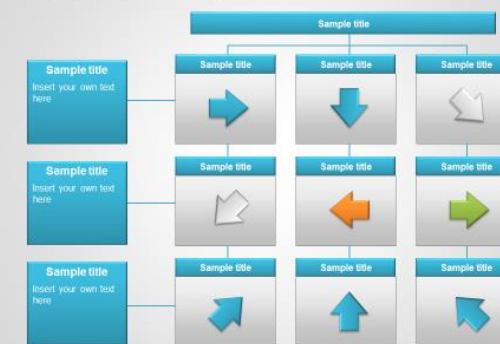
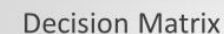
1. Learning outcome
2. Future Project



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AWARDS



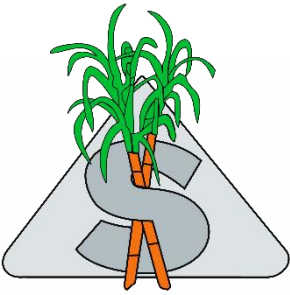
**Fiji
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**Fiji
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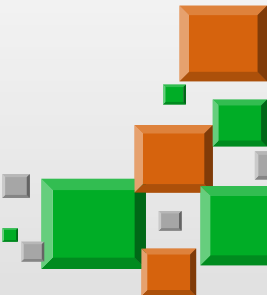
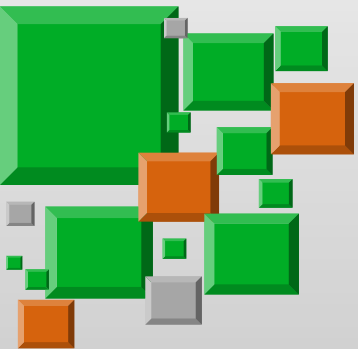


PROBLEM IDENTIFICATION



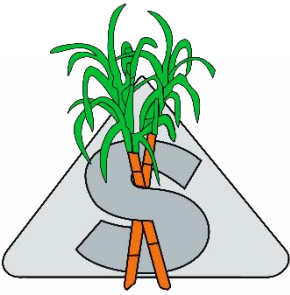
After brainstorming the following problems were identified:

No	Problem
1	Lack of Product Marketing
2	Manual Processes- Duplication - leading to high paper usage
3	Issues with working Environment
4	Limited training for staff
5	Lack Of Team Bonding Activity
6	Poor Network

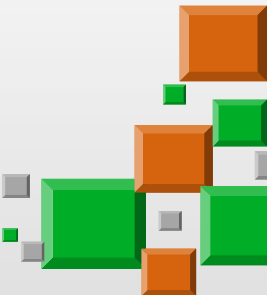




PROBLEM SELECTION – DECISION MATRIX



No	Problem	Sheetal	Raj	Prashneel	Salome	Total
1	Lack of Product Marketing	4	5	4	3	16
2	Manual Processes- Duplication- leading to high paper usage	1	1	1	1	5
3	Issues with working Environment	5	5	5	5	20
4	Limited training for staff	3	3	2	2	10
5	Lack Of Team Bonding Activity	3	3	3	3	12
6	Poor Network	5	4	4	5	18

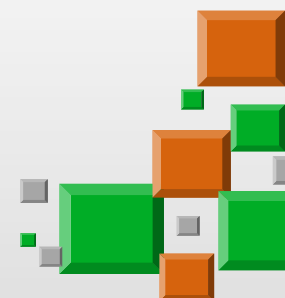




PROBLEM RANKING



Problem	Score	Rank
Manual Processes- Duplication- leading to high paper usage	5	1
Limited training for staff	10	2
Lack Of Team Bonding Activity	12	3
Lack of Product Marketing	16	4
Poor Network	18	5
Issues with working Environment	20	6

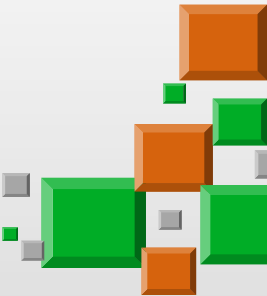
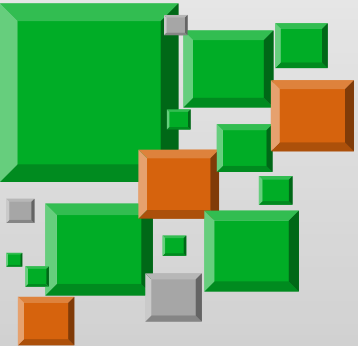


**Fiji
BUSINESS
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PROBLEM STATEMENT

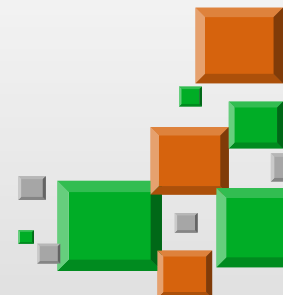
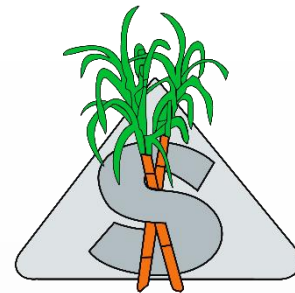
“There are a number of Manual Processes resulting in duplication of procedures which also leads to high paper usage. While there has been a recent system change where number of processes have been automated, there were few processes and area that needed to be improved to increase efficiency and productivity”.



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AWARDS**



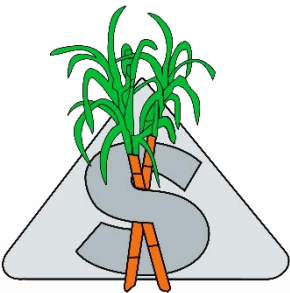
FISH BONE DIAGRAM



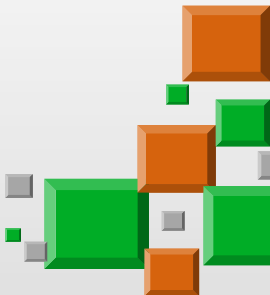
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AWARDS



CHECK SHEET



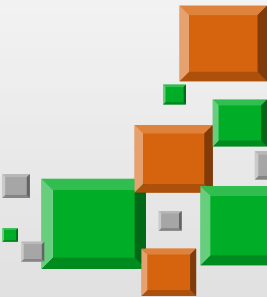
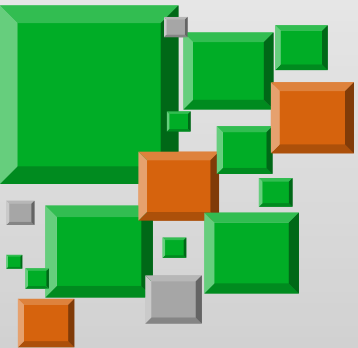
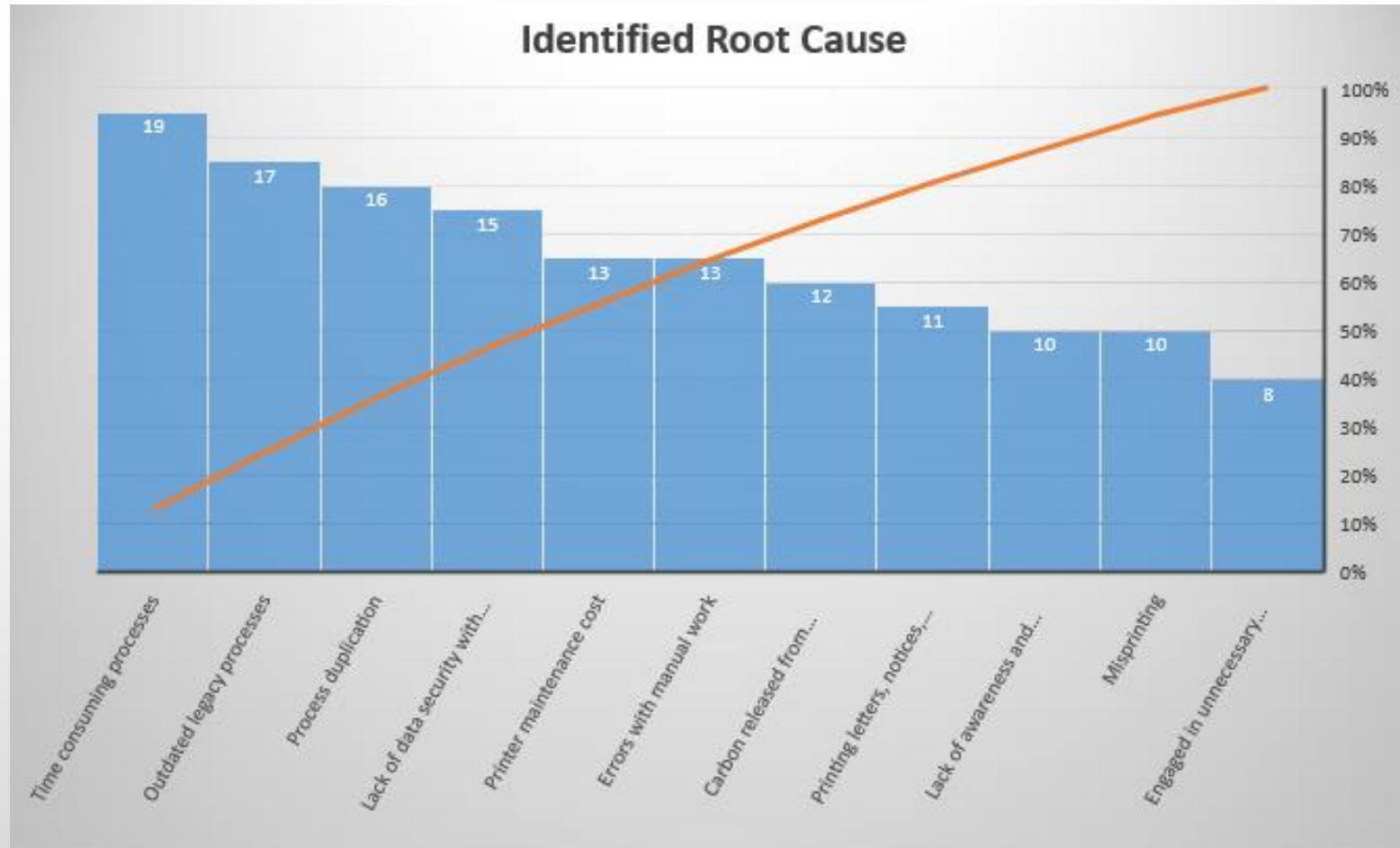
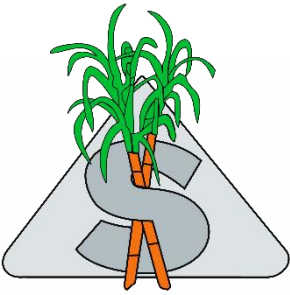
Identified Root Cause	Score					
	Sheetal	Prashneel	Raj	Salome	Total	Cumulative
Printing letters, notices, statements, forms	5	5	5	5	20	20
Time consuming processes	5	5	5	5	20	40
Outdated legacy processes	5	5	5	5	20	60
Process duplication	5	5	5	5	20	80
Lack of data security with manual process	5	5	5	5	20	100
Misprinting	4	4	3	3	14	114
Engaged in unnecessary filing or handling papers	4	3	4	3	14	128
Errors with manual work	4	4	4	4	16	144
Lack of awareness and training	3	4	3	3	13	157
Carbon released from printing	4	4	4	4	16	173
Printer maintenance cost	5	4	3	3	15	188
Total					188	188



**Fiji
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PARETO CHART

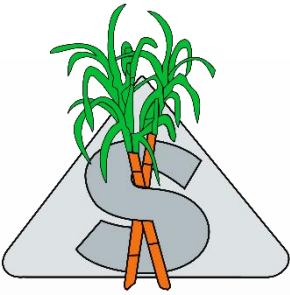


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AWARDS



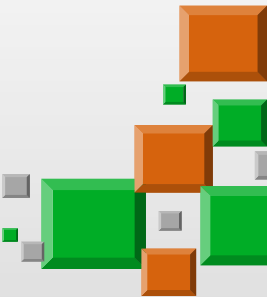
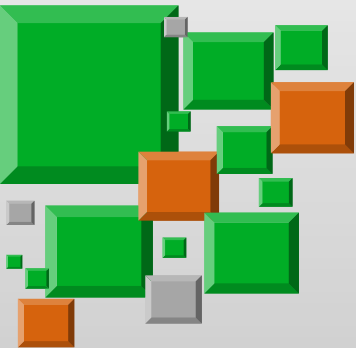
Impact on Productivity

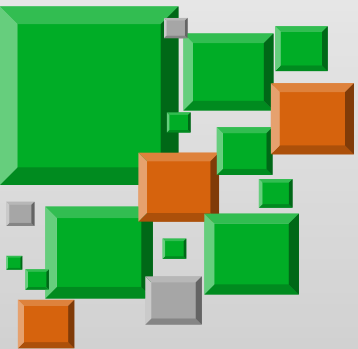
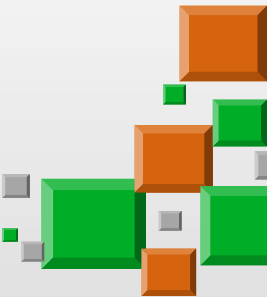
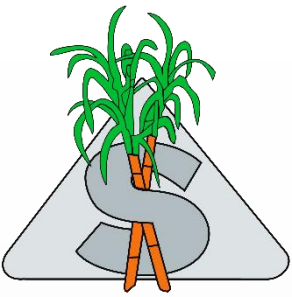
- Customer Service Improved
- Accessibility- Services provided by mobile App is always available.
- Cost Efficient
- Time Management
- Controls in place
- Affordability
- Risk minimized



Impact on Sustainability

- Environment Sustainability
- Energy efficient
- Financial Sustainability





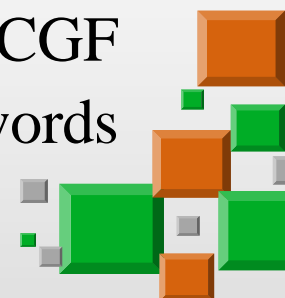
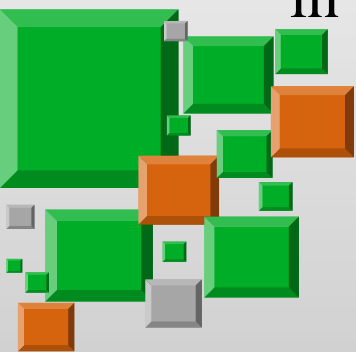


SOLUTION IMPLEMENTED



The following Solutions were implemented to overcome the problem of manual processes and paper usage:

1. Development of Digital services such as mobile App and Online Portal, Electronic-Statements;
2. SMS services to replace printing of arrears notices;
3. Automating letters and application forms to avoid duplication of work;
4. Green ICT Program (Minimize Printing & Reversal of Carbon Emission) - SCGF eliminated unnecessary printing of reports and registers and has setup of passwords in the printers to monitor print-outs/photocopies per staff.



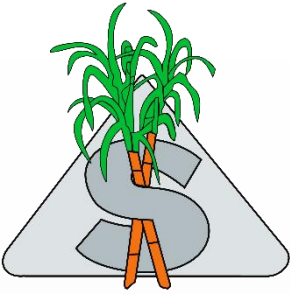
Fiji
BUSINESS
EXCELLENCE
AWARDS



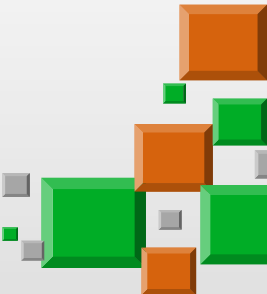
**Loans Officer providing
loan balance to farmer
on the farm.**



**Farmer using
mySCGF App**



**Staffs going to growers
home to get loan
application- use of
laptops/ tablets**



**Fiji
BUSINESS
EXCELLENCE
AWARDS**



App REGISTRATION

Getting started - Visit our Website Online for more information

mySCGF

Download the mySCGF App from Google Play Store or App Store

Download on the App Store
GET IT ON Google play

EXISTING CUSTOMER

1. From the mySCGF app, select 'EXISTING CUSTOMER'.
2. Enter your mobile number.
3. Enter your PIN.
4. Enter your email address.
5. Enter your password.
6. Enter your confirmation password.
7. Enter your profile picture.
8. Enter your profile information.
9. Enter your profile information.
10. Enter your profile information.

NEW CUSTOMER REGISTRATION

1. From the mySCGF app, select 'NEW CUSTOMER'.
2. Enter your mobile number.
3. Enter your PIN.
4. Enter your email address.
5. Enter your password.
6. Enter your confirmation password.
7. Enter your profile picture.
8. Enter your profile information.
9. Enter your profile information.
10. Enter your profile information.

Congratulations, you have now logged into mySCGF app.

For further information or assistance, visit our website at www.scgf.com.fj or call us on 018 440 0000 or email us on helpdesk@scgf.com.fj

SUGAR CANE GROWERS FUND

SCGF UNSTRUCTURED SUPPLEMENTARY SERVICE DATA (USSD) REGISTRATION

DIAL: 

From any of the listed phones or with mobile phone and register for the following services:

- mySCGF Mobile App Registration
- SMS Alert Registration
- mySCGF Online Portal Registration

NO REGISTRATION COST!!!

INSTRUCTIONS

1. A welcome note to SCGF Digital Services, press "1" to continue or "2" to cancel.
2. Enter Name.
3. Enter Sector Name (Eg. Lautoka or Loma).
4. Enter Farm Number (Eg. 1456).
5. Enter date of birth (Eg. 04/Nov/1990).
6. Enter Tax Identification Number (The Number - enter 8 digits without the dash (-)) (Eg. 123456789).
7. Email Address (This is a optional field select "Y" to enter or select "N" to skip email entry).
8. Select the services to register. Select any or select all to register for all the services.
- mySCGF App
- mySCGF Online Portal
- Alert Services
- All

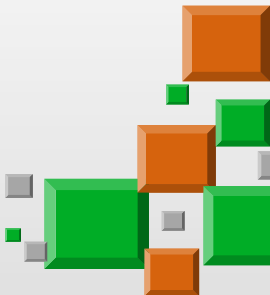
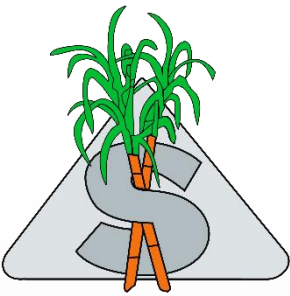
Registration done and successful. All the details entered is shown below through press "99" to read more.

10. Accept the Terms & Conditions and you have **Successfully Registered.**

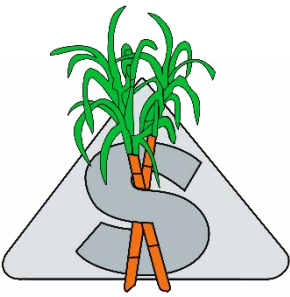
Register Now!

Follow us on     www.scgf.com.fj

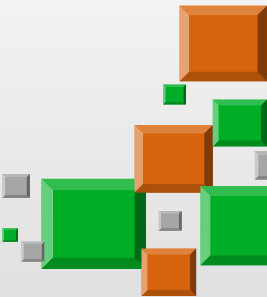
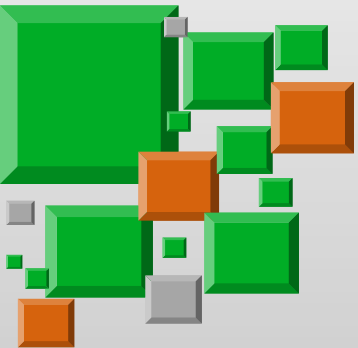
Whisper 844800077 / 844800077
Email: enquiry@scgf.com.fj



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Check

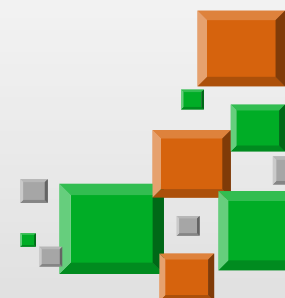
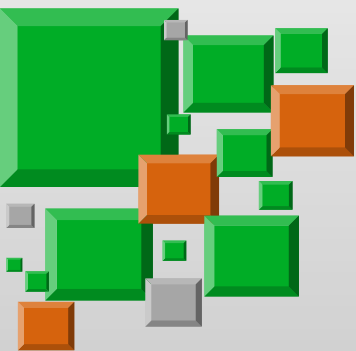


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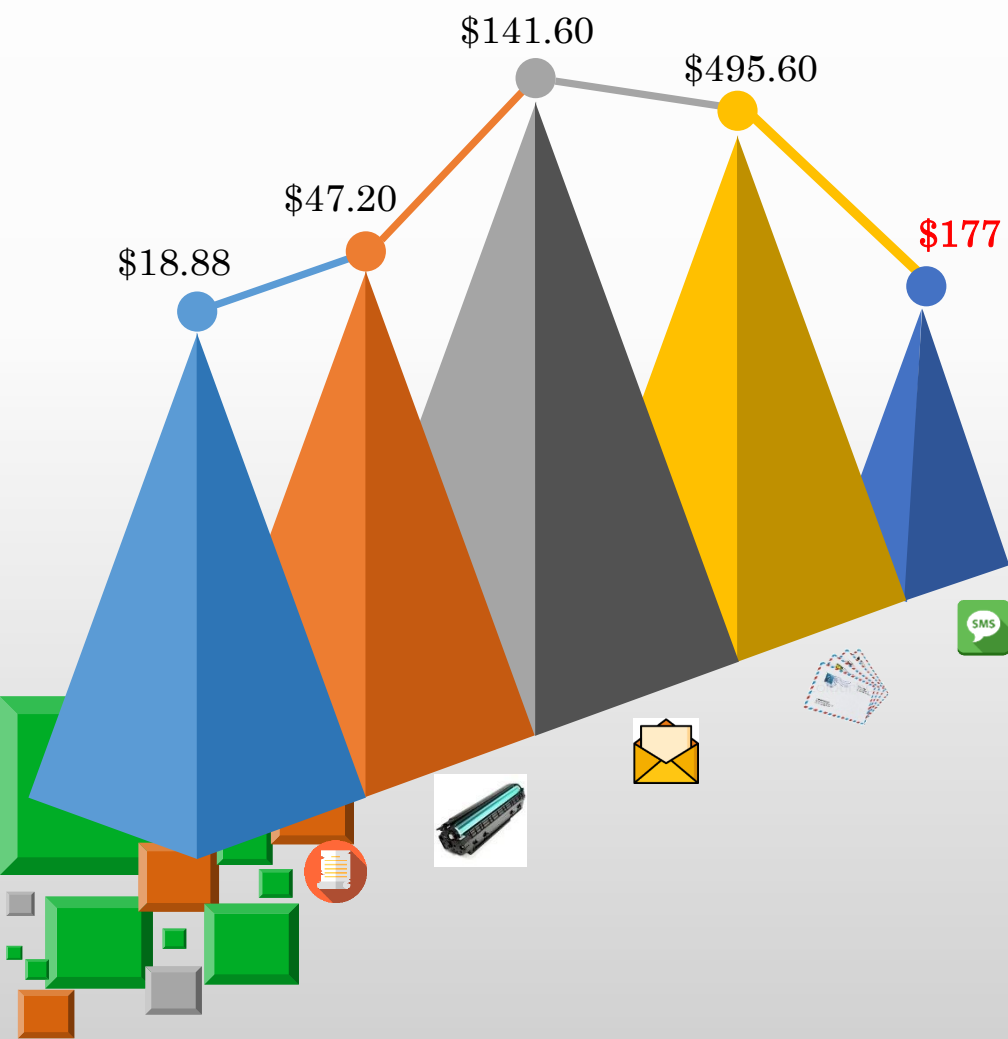
TANGIBLE/INTANGIBLE RESULTS

Tangible	Intangible
Paper usage reduced	Customer Satisfaction- runaround minimized
Cost of Printing Reduced	Elimination of duplication of processes
Cost of Posting Reduced	Accessibility of services
Reduction in cost of maintaining printers	Environment Friendly
Saves time doing manual process	Creative and Innovative thinking by team
	Energy Efficient





Case Study 1: Paper Reduction



Total Paper Cost



Total paper cost of \$18.88 that is total account of 1180.
 $1180 / 500 = 2.36$ reams
Total paper cost $2.36 * \$8 = \18.88

Toner Cost



Toner cost is 4cents per sheet, therefore the cost comes to \$47.20.

Envelope Cost



Envelope printing cost is 12 cents per envelope, therefore the cost comes to \$141.60.

Posting Cost



The posting cost for 1180 letters are \$495.60 that is 42 cents per envelope.

Total printing, enveloping and posting cost comes to \$703.25

SMS Service



With the implementation of the SMS Digital Service now we are sending the text SMS to our customers, which cost them approximately 15 cents per SMS.

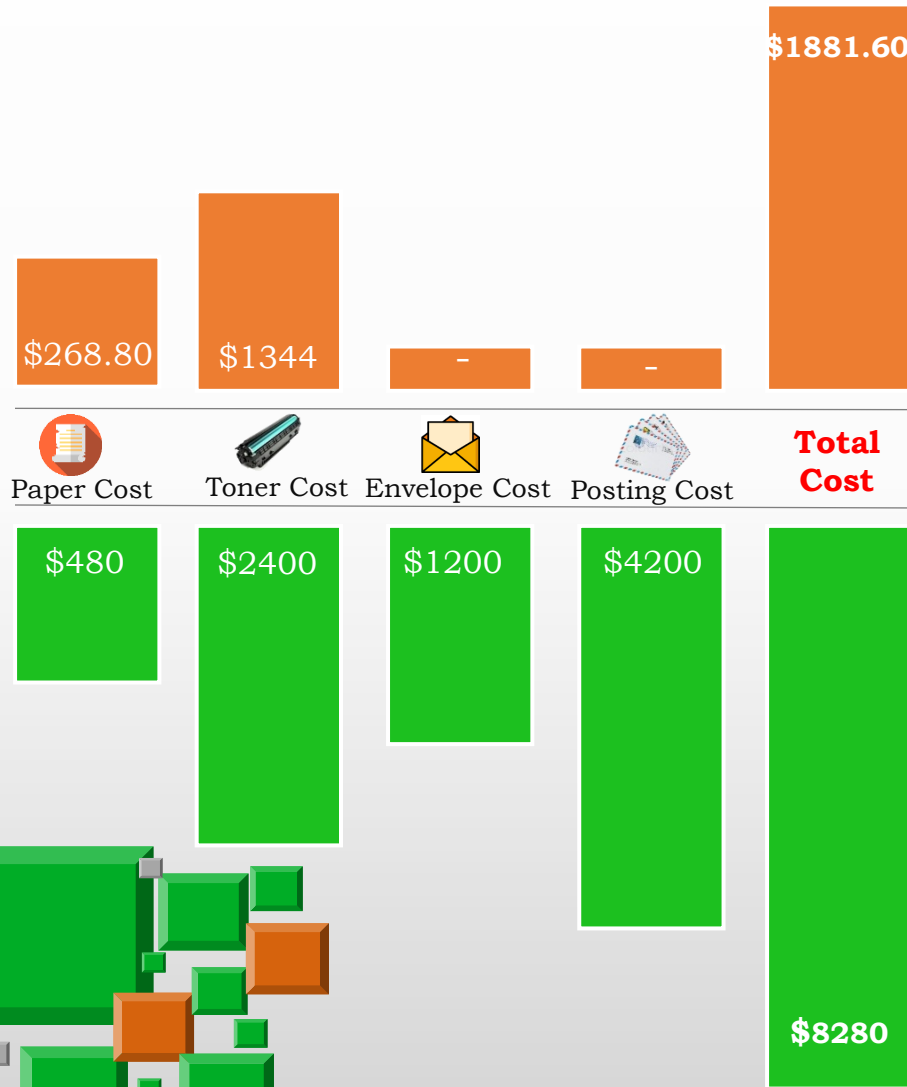
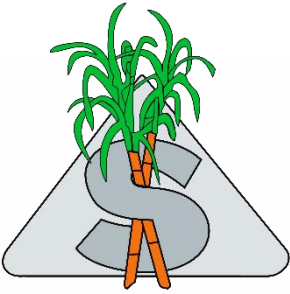
With this initiative we are able to reduce the amount of paper usage and also the cost that is associated with it.



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Case Study 2: Paper Reduction



Loan Application Printing is replaced with fully automated loan application system.

End Year Statements is replaced with E-Statement sent via email and accesses through Digital Platform that is mySCGF Mobile App where statements can be viewed and downloaded anytime.

Application Printing

Year 2021 - 2100 loan applications received.

Paper Cost

Average 8 pages per application (with attachments) that is 16,800pages.

$16,800 / 500 = 33.6$ Reams

$67.2 \text{ reams} * \$8 \text{ per ream} = \268.80

Toner Cost

Toner cost is 4cents per sheet, therefore the cost comes to \$1344.

Total Application Printing Cost comes to \$1612.80

End Year Statements

Year 2021 - 10,000 loan accounts for printing.

Paper Cost

30,000 papers (statements, survey form and newsletter)

$30,000 / 500 = 60$ Reams

$60 \text{ reams} * \$8 \text{ per ream} = \480

Toner Cost

Toner cost is 4cents per sheet, therefore the cost comes to \$2400.

Envelope Cost

Envelope printing cost is 12 cents per envelope, therefore the cost comes to \$1200.

Posting Cost

The posting cost for 10,000 statements are \$4200 that is 42 cents per envelope.

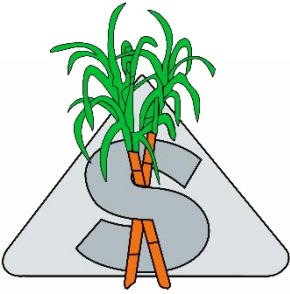
Total End Year Statement printing & posting cost comes to \$8280.00



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Positive Impact



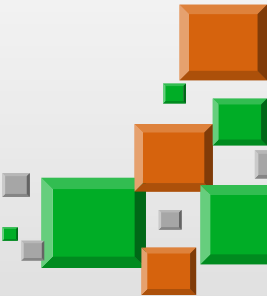
The solutions implemented as part of the project has positively impacted our customers in the following ways:

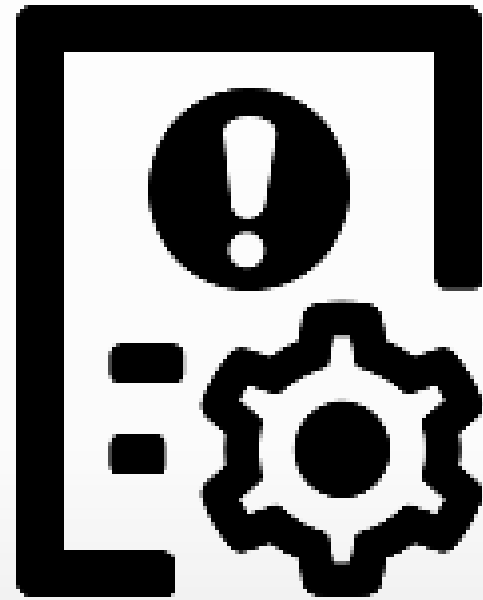
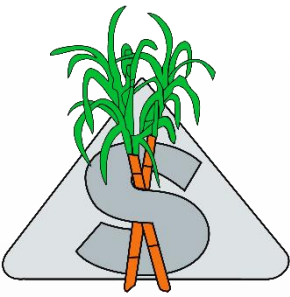
1. Internal Customers

- a. Reduction in manual cumbersome processes;
- b. Time management
- c. System generated reports
- d. Healthier work environment - less paper and carbon

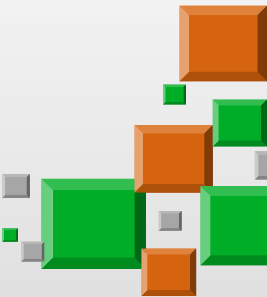
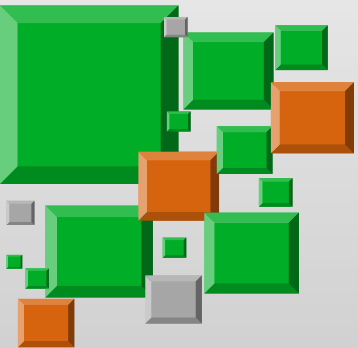
2. External Customers

- a. Less run around
- b. Information regarding their loan account can be easily accessible through the platforms





Action



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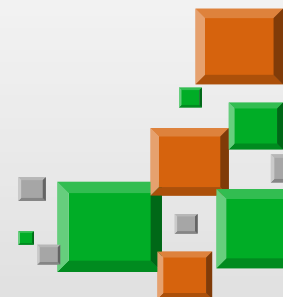
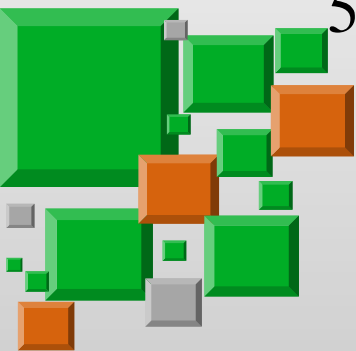
FUTURE TREND



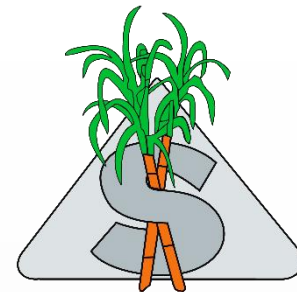
SCGF plans to continue improving its business processes by implementing innovative ideas which will improve customer service, increase efficiency and productivity as well as minimize cost and contribute to Green ICT.

Some of the future implementations that the team will work on are:

1. Complete implementation of Energy-Saving Tube lights
2. Reduce printing by 25%
3. E-Service/ Digital Literacy Program for our customers
4. Energy Consumption/Solar Lights
5. Look into other areas that requires automation



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SUGAR CANE GROWERS FUND



2nd Floor,
Sugar Cane Growers Council Building,
75 Drasa Avenue, Lautoka,
P.O. Box 13,
Lautoka,
Phone: 665 0777
Fax: 665 0768
Email: customers@scgf.com.fj
Website: <http://scgf.com.fj>
Find us on [SugarCane Growers Fund](#)

All Valued Customers of SCGF Digital Services Advice

SCGF wishes to advise its valued customers and growers that it has a fully operational Digital Services platform which includes *mySCGF App*, *SCGF Online Portal* and *SCGF Alert services*. These facilities provide:

- A very convenient and cost effective platform;
- Available 24 x7;
- Available from any place;
- Application Fee via *mySCGF app* are discounted by 50%; and
- Mini Statement, Balances & Transaction details are available.

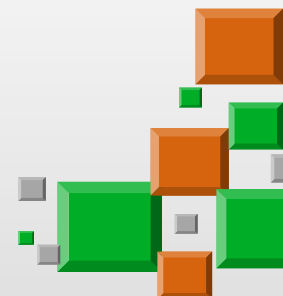
In view of such services-

- SCGF will provide Annual 2022 Loan Statements electronically;
- Therefore, customers are requested either to download the *mySCGF app* and register, or
- Provide email address by **30th November 2022**; and
- In the event, they do not have any of the facilities, one printed Annual Statement will be provided on request at any of our District Offices free of charge after 31st December, 2022.

Customers are also requested to provide current information such as mobile number, postal contacts, and a copy of your Tax Identification Number.

Thank You

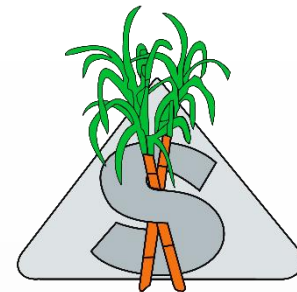
Lautoka Ba Tavua Rakiraki Nadi Sigatoka Labasa Seaqaqa




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CORPORATE SOCIAL RESPONSIBILITY

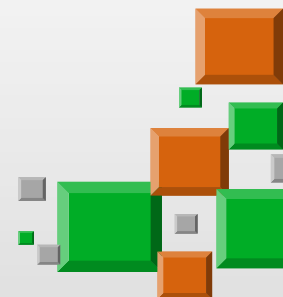


 **24 Trees = 200,00 sheets**

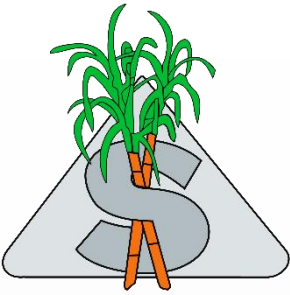
SCGF approximately uses 20,000 sheets per month and 240,000 sheets in the whole year.

Based on the estimate usage SCGF cuts 29 trees in order to use the 240,000 in a year.

*As part of our Green ICT Project - Offset/ Reversal of Carbon Emission, **SCGF has planted 700 seedlings in the month of September with the help of Ministry of Forestry.***



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(Third from left) Ministry of Forestry Forest Guard Leveni Duvuduvukula, Sugarcane Growers Fund Information Technology Support officer and company green champion Salani-ota Nalotawa (sixth from left) and chief Sugarcane Growers Fund Chief Executive Officer Raj Sharma hold a soursop seedling with staff and members of the Ministry of Forestry at the Agroforestry plot in Lololo, Lautoka on September 17, 2022. Photo: Salote Qalubau

Sugarcane Growers Fund staff support initiative

**SALOTE QALUBAU
LAUTOKA**

Staff from the Sugarcane Growers Fund (SCGF) have now become the first stakeholder group to have planted more than 600 seedlings at an agroforestry plot of land in Lololo, Lautoka.

This is in support of Government's initiative to plant 30 mil-

lion trees in 15 years.

The team planted trees and fruit seedlings like dawa, soursop, mango, banana, pineapple and native tree seedlings like damanu and marota.

Sugarcane Growers Fund chief executive officer, Raj Sharma, said the initiative was also a great team bonding activity.

"As a country, we have been championing climate change," Mr Shar-

ma said.

"We have been championing the planting of trees which is a good initiative and I must acknowledge our staff for taking their time out today to be here.

"We'll also work with the ministry wherever possible to get more seedlings and distribute it to the farmers.

"We've got a lot of initiatives, we've got the paperless environ-

ment that we are working to, most of our work processes have been on a technology basis."

Ministry of Forestry Forest Guard Leveni Duvuduvukula said the plot of land would be used for seed sourcing since the Ministry of Forestry usually travelled up to Nadarivatu to collect seeds.

Edited by Ranoba Baos

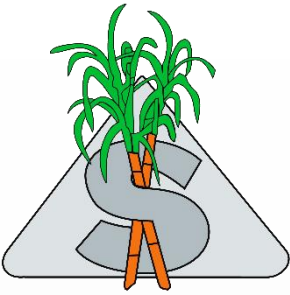
Feedback: salote.qalubau@fijisun.com.



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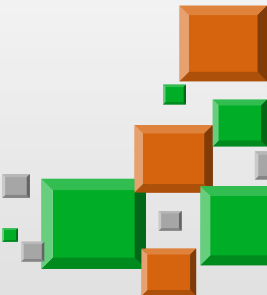
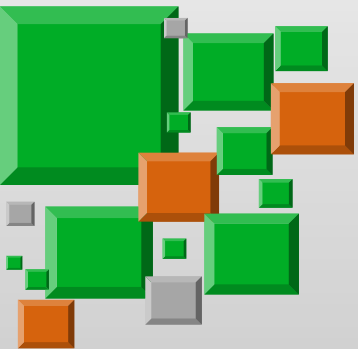


CONCLUSION



We have achieved the following after complete implementation of the project:

- Cost saving on printing and posting
- Achieving the following pillars of key performance areas
 - Technology, Channel & Digitalization
 - Processes, Products & Policies
 - Community and Environment
- Support National Development plan in area of Green ICT
- Support 4 areas identified under Sustainable Development Goal
- Reduce paper usage and wastage
- Reforestation program- planted 700 trees with Ministry of Forestry
- Improve productivity and Efficiency
- Improve Customer service by reaching to the doors of our customers.
- The project has been Game changer for SCGF and its customers and we are proud that we are keeping up with the latest changes in Information Technology- *cloud computing, digitization, process improvement and security.*



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Thank you

www.scgf.com



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