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**FIJIAN  
COMPETITION &  
CONSUMER  
COMMISSION**





**INNOVATION**

**Team:**



**Viti Ni  
Mataka**

**e-Pricing : e- Monitoring & e-Survey**

**Theme:** Innovations for Higher Productivity

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## Team Viti Ni Mataka





**Irfan Hussain**  
Team Facilitator  
Manager  
Competition



**Akeneta Vonoyauyau**  
Team Facilitator  
Manager Pricing  
Policy & Planning



**Junior Bali**  
Team Leader  
Senior Market Analyst



**Darlein Chandra**  
Enforcement Officer

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## Team Viti Ni Mataka





**Christina Choy**  
Manager Legal



**Vinitesh Kumar**  
Team Manager  
General Manager



**Isimeli Vulagi**  
Senior Enforcement  
Officer

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# Journey to Quality Circle



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## Agenda



### 01 About FCCC

Who we are?  
What we Do?

### 02 Project Selection

Current Situation, Goal for the Project

### 03 About the Project

Definition, Goals, Process of Operation

### 04 Implementation Plan

Results and Confirmation of Effect, Remaining Steps and Standardization, Reflection Points

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# About FCCC

The Fijian Competition & Consumer Commission (FCCC) is a statutory body and performs as a multi-sector regulator, and a consumer protection agency for Fiji and her people, whilst administering the FCCC Act 2010.



We Promote Effective Competition & Informed Market Place

We ensure Implementation of Fair Trade in Market

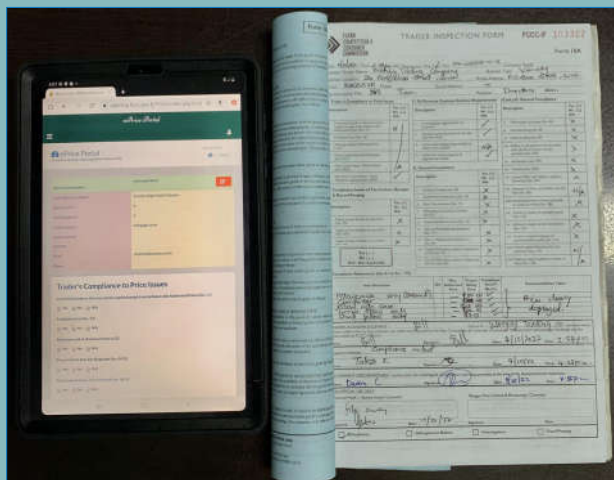
Protect consumers & businesses from restrictive practices.

We Regulate prices and control the Monopoly Markets.

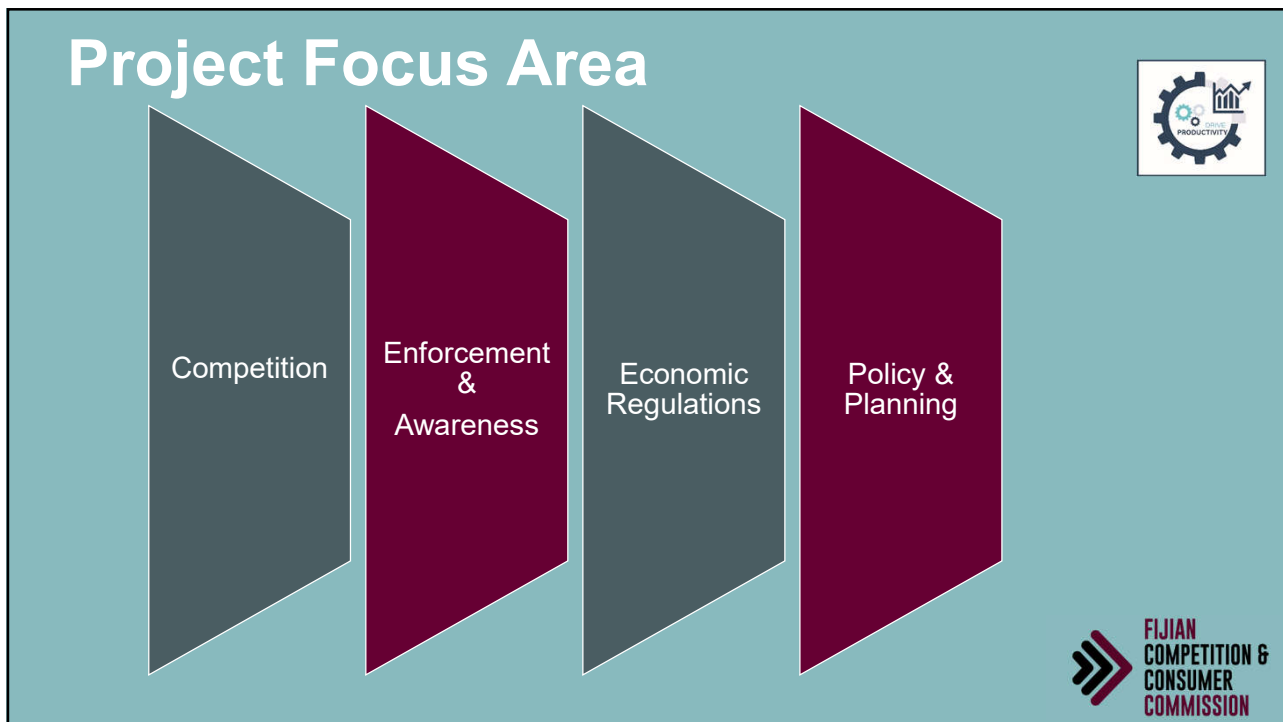


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## Improve Productivities e-Pricing : e- Monitoring & e-Survey




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## Organizational Productivity Constraints




The Circle during its problem identification period (PDCA) was able to extract the following constraints that was limiting FCCC to conduct inspections around the country and do accurate and timely reporting for decision making:

This was because:

- Lack of Digital Process
- Accurate Reporting
- Prolonged inspection time
- Legal cost
- Errors in filling of forms (Waste)
- Inspection books getting wet
- Printing Cost
- Delivery Quality of FCCC
- Misplaced Inspection forms or books

**PRODUCTIVITY = EFFICIENCY + EFFECTIVENESS**

Doing things right    Doing the right things right

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## Manual Process of conducting Survey

**Step 1**  
Draft  
Survey  
Forms

**Step 2**  
Print  
Survey  
forms

**Step 3**  
Surveys  
done  
manually  
by the  
Officers  
from each  
Divisions

**Step 4**  
Data Entry  
in the excel  
sheet by  
the data  
entry Team  
and  
submitted  
to HQ

**Step 5**  
Analysis done  
by the  
Analysts.  
Consolidated  
report done by  
HQ Team.

**Step 6**  
Submission on  
the outcome of  
the survey to  
Executive  
Management



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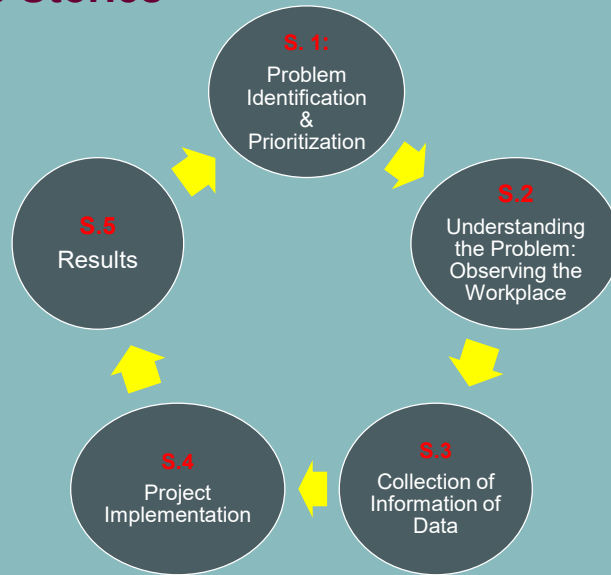
## Brainstorming



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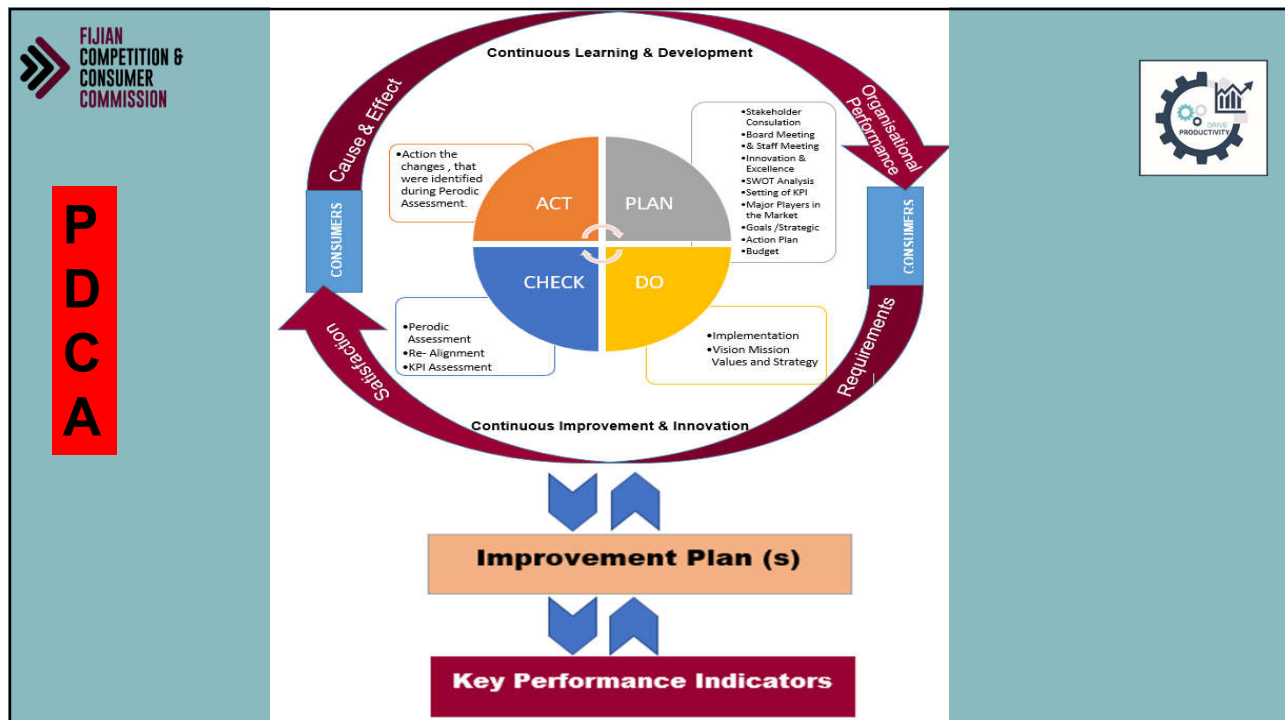


## Quality Circle Stories



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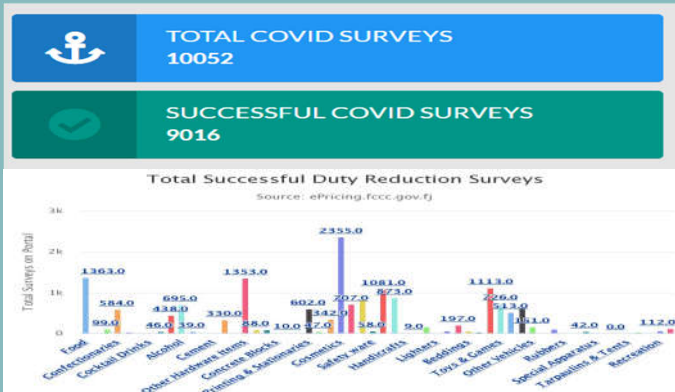
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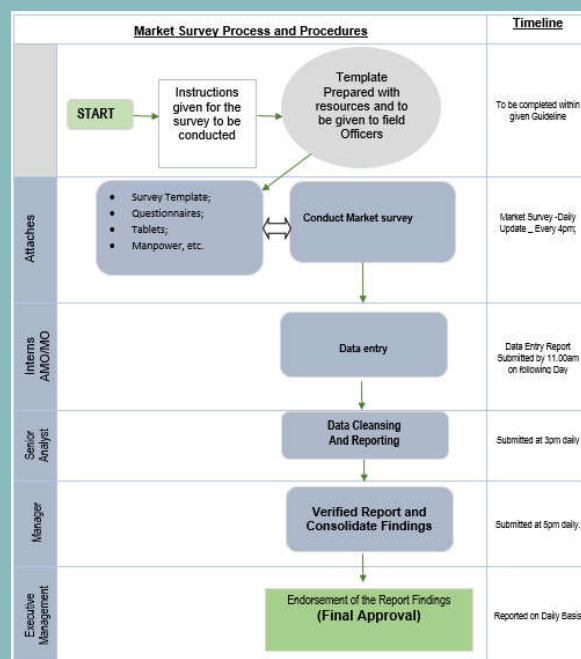
# FCCC Enforcement

- » Conduct routine and selected price inspections into trading premises in Fiji.;
- » Conduct market surveillance exercises to assist Enforcement Team in carrying out investigations, awareness sessions and market status quo (trading summary); and
- » Receive and deliberate on consumer complaints relating to prices and enforce compliance in accordance with the provisions of the FCCC Act 2010.



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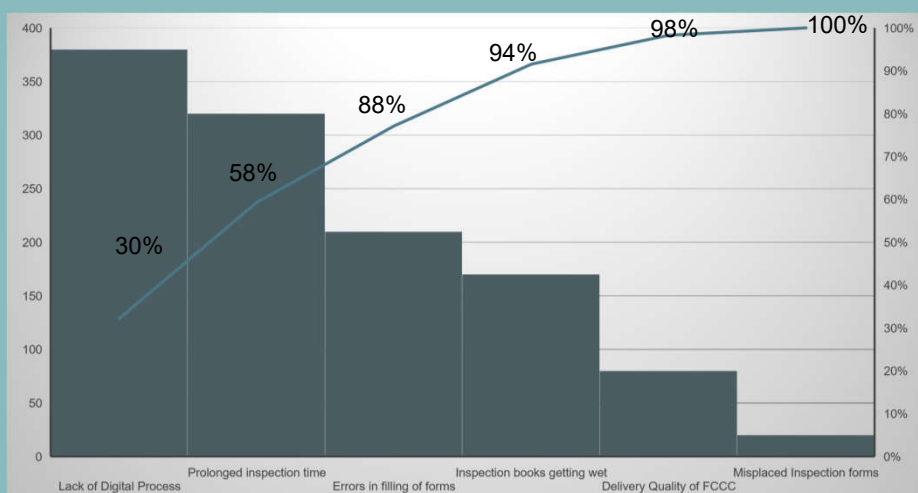
## Process Map



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## Pareto Chart



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## Problem Classification – Control Chart

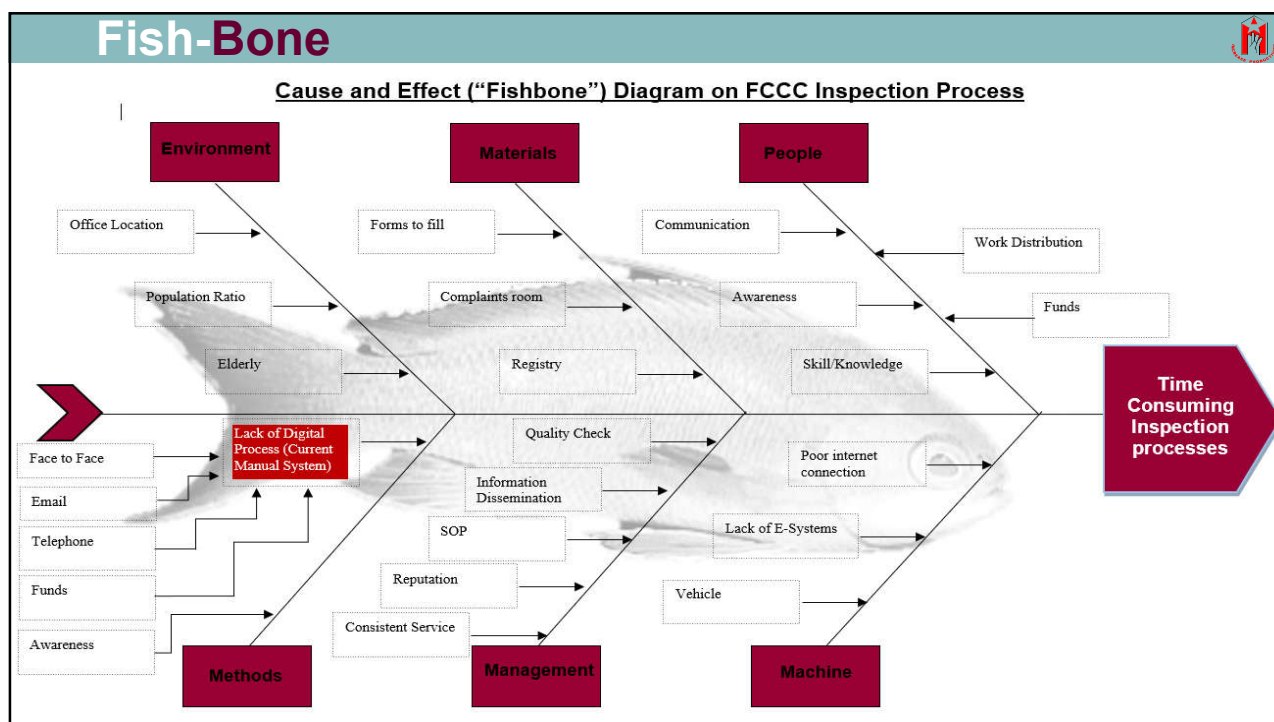
- The team Viti Ni Mataka validated the problems and proceeded to classify this problems according to its controllability.
- The team through consensus classified the problems in to either controllable or uncontrollable.

Problem	Controllable/ Uncontrollable	Risk Category	Agreement Reached by Members
Lack of Digital Process	Controllable	High Risk	Digitalization of Process
Prolonged inspection time	Controllable	High Risk	Streamline inspection requirements
Errors in filling of forms (wastage)	Controllable	High Risk	Impliment e-Inspection forms
Inspection books getting wet	Controllable	High Risk	Impliment e-Inspection forms
Delivery Quality of FCCC output	Controllable	High Risk	Timely Inspections
Additional administrative cost to FCC	Controllable	High Risk	Impliment of effective and efficient e-Inspection forms
Misplaced Inspection forms	Controllable	High Risk	Digitalization of Process

**Risk Key** – High Risk ● Medium Risk ● Low Risk ●



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## Decision Matrix

The Team Viti Ni Mataka, agreed to use decision matrix table, to base its decision on certain criteria. This criterion includes the following:

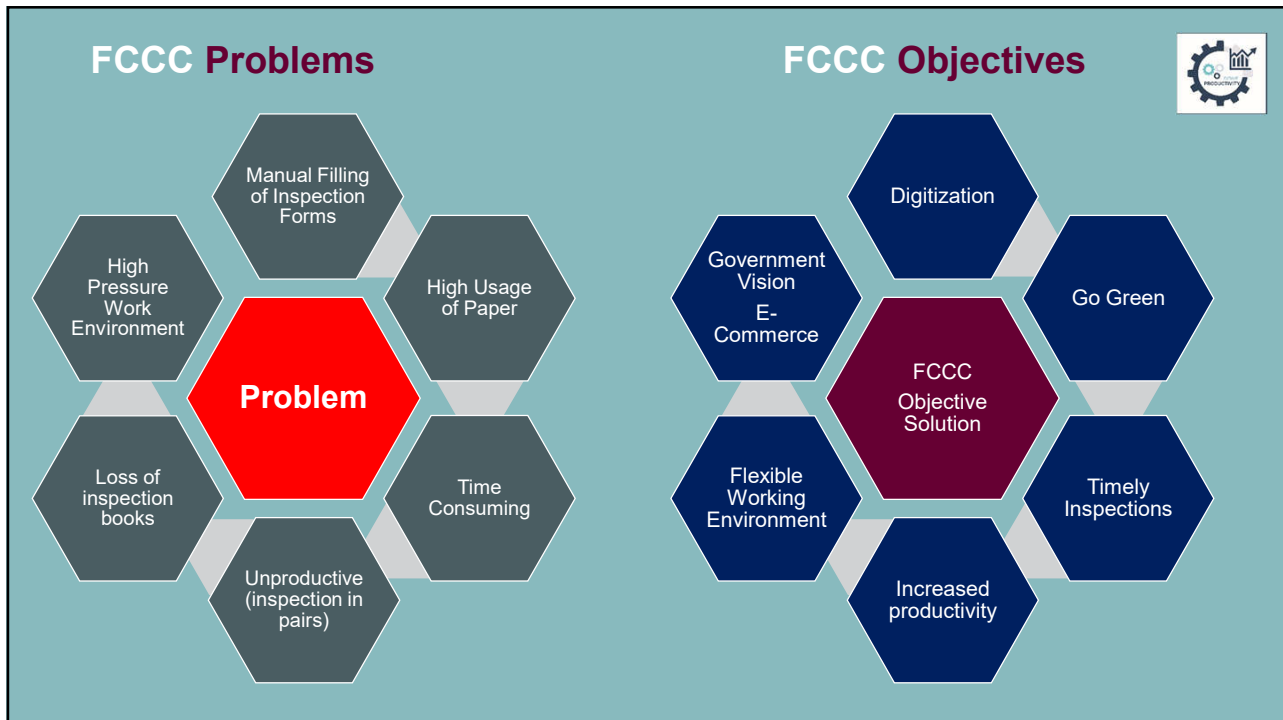
- Urgency of the problem
- Impact of problem on productivity and quality
- Familiarity of members with the brainstormed problems
- Availability of data for the problems identified
- Solvability of problem
- Implementability

Count	Brainstorm Problem	Urgency	Impact on productivity and quality	Familiarity of members	Availability of data	Solvability	Implementability	Total Points Rank	Rank
1	Lack of Digital Process	5	5	5	5	5	5	30	1
2	Prolonged inspection time	5	5	5	3	5	4	27	4
3	Errors in filling of forms (wastage)	5	5	4	4	2	3	23	6
4	Inspection books getting wet	5	5	5	5	4	4	28	3
5	Delivery Quality	5	5	3	2	2	3	20	7
6	Additional administrative cost to FCC	5	5	2	5	4	5	26	5
7	Misplaced Inspection forms	5	5	5	5	4	5	29	2

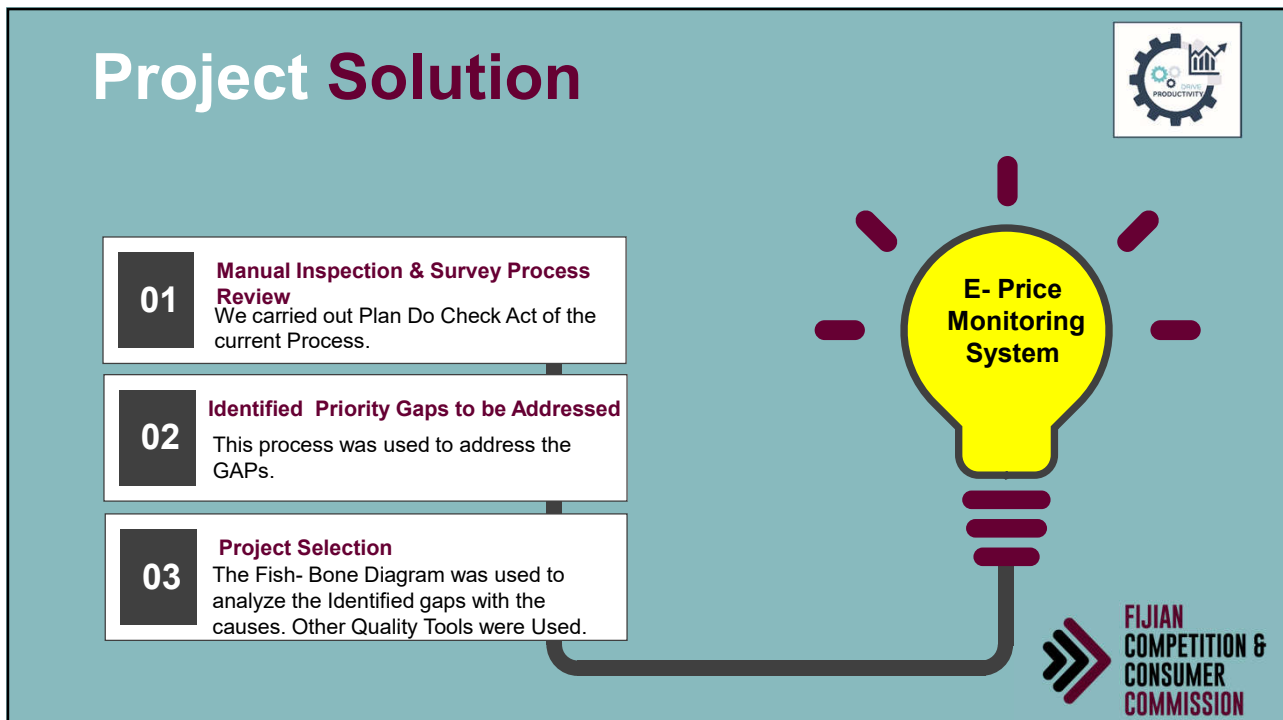
The team used the decision matrix table (3) to rank the problems identified according to their different criteria's. Through consensus the team was able to collectively agree on the ratings for all the problems that were identified during the brainstormed sessions.

**Caption:** Ranking 1 Most important, 7 Least important.

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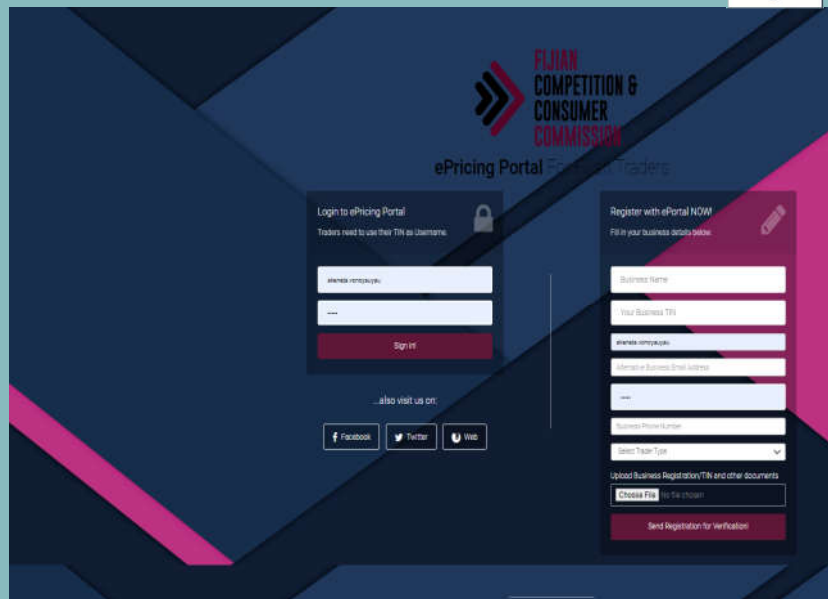
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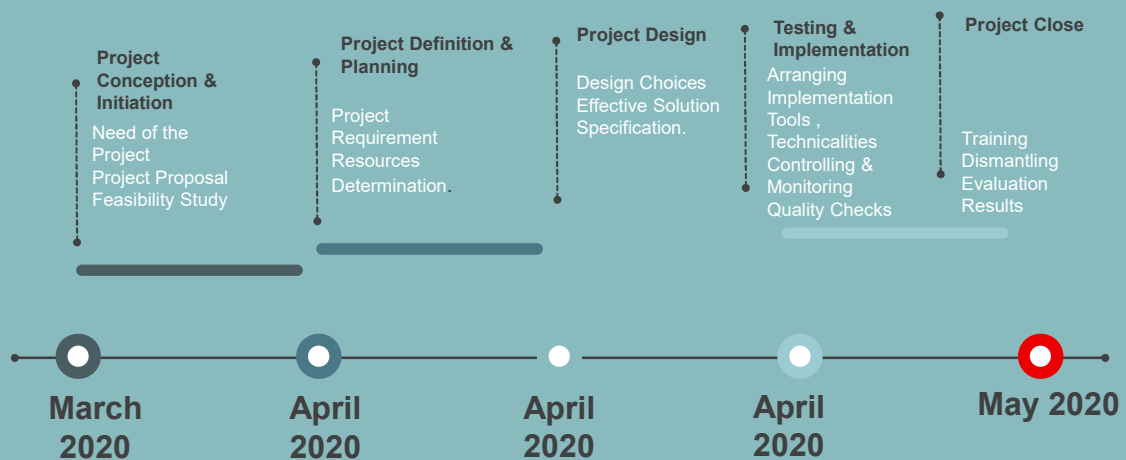
# Project

## e-Pricing Enforcement Monitoring & Survey



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# Project Phases



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## About E-Pricing Integration (e-Monitoring & e-Survey)



- The e-Monitoring & Survey is an integration module to the e-Pricing portal, which was the initial project for Viti Ni Mataka in 2019 & 2022.
- The system is integrated and customized into the ePricing system. The system is designed to assist the enforcement activities on the ground including e-survey on a digital platform as and when the need arises.
- The system has been designed to allow officers to carry out monitoring/survey on the FCCC issued handheld devices as and when scheduled or on their phones when there is an ad hoc requirement for policy decision makings. Based on the designing concept, the following coding language was used to design the entire e-Pricing system.

PHP, jQuery, JavaScript, Ajax, json, HTML 5, CSS, SQLITE, SQL Server and Java Socket Programming.



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## About e-Monitoring System



- This coding language is one of the best programming language used around the globe by programmers while designing such systems. This coding language also has secured coding, intended to safeguard the system from unauthorized interface or virus.
- E-Monitoring system has in-build programme which enables the users to conduct monitoring, sign the inspection form, obtain the stakeholders acknowledgement and email stakeholders the eCopy of the inspection carried out in a matter of minutes.

The screenshot shows the 'ePrice Portal' interface. On the left is a sidebar with navigation links. The main content area displays a table titled 'Electronic Price Monitoring - Pending Endorsements and Approvals'. The table has columns for 'Sl. No.', 'Ref No.', 'Business Name', 'Monitoring No.', 'Default Time', and 'Status'. There are five rows of data, each with a progress bar indicating the status of the monitoring process.

Sl. No.	Ref No.	Business Name	Monitoring No.	Default Time	Status
1	2022001	The Best Life Pharmacy (Sole)	1001	2022-10-10 11:30:00	Completed
2	2022002	New World Supermarket	1002	2022-10-10 11:30:00	Pending
3	2022003	New World Supermarket	1003	2022-10-10 11:30:00	Pending
4	2022004	New World Supermarket	1004	2022-10-10 11:30:00	Pending
5	2022005	New World Supermarket	1005	2022-10-10 11:30:00	Pending

<https://epricing.fccc.gov.fj/>



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## About e- Monitoring system

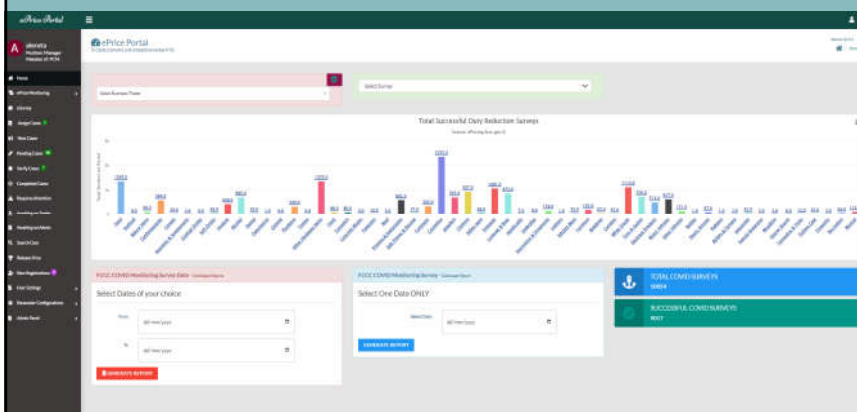
### How will the e-Monitoring system work?



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## About e-Survey System

- This coding language is one of the best programming language used around the globe by programmers while designing such systems. This coding language also has secured coding, intended to safeguard the system from unauthorized interface or virus.
- E-Survey system has in-build programme which enables the users to conduct Market survey & email report generated for selected surveys on daily basis (COVID-19 Protocols surveys).



<https://epricing.fccc.gov.fj/>



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## Some Goals of the Project

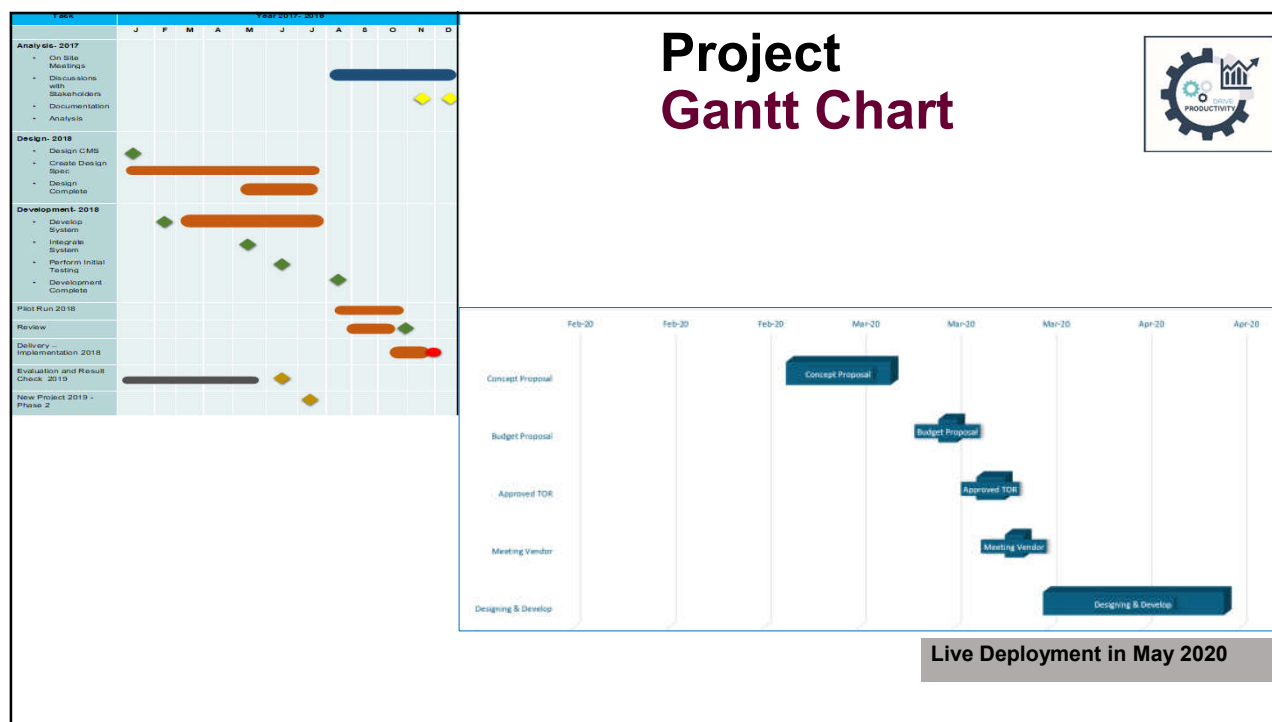
- 24 hour availability without overhead costs (reduced overhead costs);
- Easy access inspections can be done anytime;
- FCCC to improve services to stakeholders.
- Have a good working environment.
- Minimise error.
- Reduce operational cost.
- Minimise time constraints.
- Confidentiality , safety and security of data.
- Streamline the processes.
- Improved & increased stakeholder satisfaction - timeliness.
- Paper Less organisation.
- Digital Transformation to improve and increase Stakeholder accessibility.
- Business Process Reengineering.
- Timely response to complaints raised on pricing issues.



**The system is easy to use and will stream line the process and increase productivity.**



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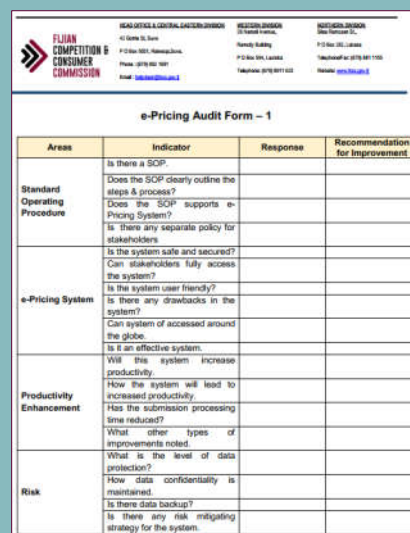


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## Monitoring/ Evaluation

- The Circle ensures effective monitoring and evaluation of the system through various mechanism such as:

- Risk management assessment
- Check sheets
- System Audit
- Process Verification
- Data checks
- Data backup recovery from the supplier
- Stakeholder reviews
- Independent review
- Enhancement and version update
- Cost Benefit Analysis
- Access Level checks



**FIJIAN COMPETITION & CONSUMER COMMISSION**

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**e-Pricing Audit Form – 1**

Areas	Indicator	Response	Recommendation for Improvement
Standard Operating Procedure	Is there a SOP?		
	Does the SOP clearly outline the steps & process?		
	Does the SOP support e-pricing system?		
	Is there any separate policy for stakeholders?		
e-Pricing System	Is the system safe and secured?		
	Can stakeholders fully access the system?		
	Is the system user friendly?		
	Is there any drawbacks in the system?		
Productivity Enhancement	Can system of accessed around the globe?		
	Is it an effective system?		
	Will this system increase productivity?		
	How the system will lead to increased productivity?		
Risk	Has the submission processing time reduced?		
	What other types of improvements noted?		
	What is the level of data protection?		
	How data confidentiality is maintained?		
	Is there data backup?		
	Is there any risk mitigating strategy for the system?		

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## Results

### Tangible Benefit

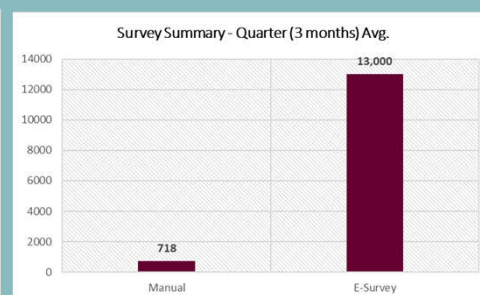
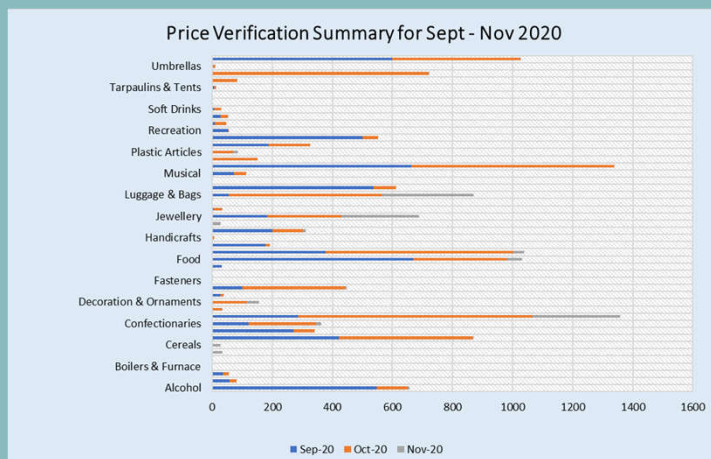
- ✓ Reduction in Time taken to conduct inspections
- ✓ Decrease in Overhead Cost
- ✓ Decrease in Labour Cost
- ✓ Productivity gain
- ✓ Process Improvement
- ✓ National Contribution
- ✓ Paper and Printing Cost Saving
- ✓ Reduction in missing forms and books
- ✓ Timely attendance to Consumer Complaints
- ✓ Transportation Cost
- ✓ Recruitment hiring cost
- ✓ Legal & legislation Fees
- ✓ Cost of Attending complaints in Outer island



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## Results (Positive Impact & Trends)

After Implementation period the report generated captured daily verifications by Traders and by Products Specifications. The result has never been achieved to reach 13,000 verifications survey



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## Results – Cost Benefit

In evaluating the project, the team highlighted that FCCC managed to save a substantial amount of money in terms of minimizing the usage of paper. This was achievable as the implementation of the system did not require FCCC to print any more inspection books for the purpose of carrying out inspections.



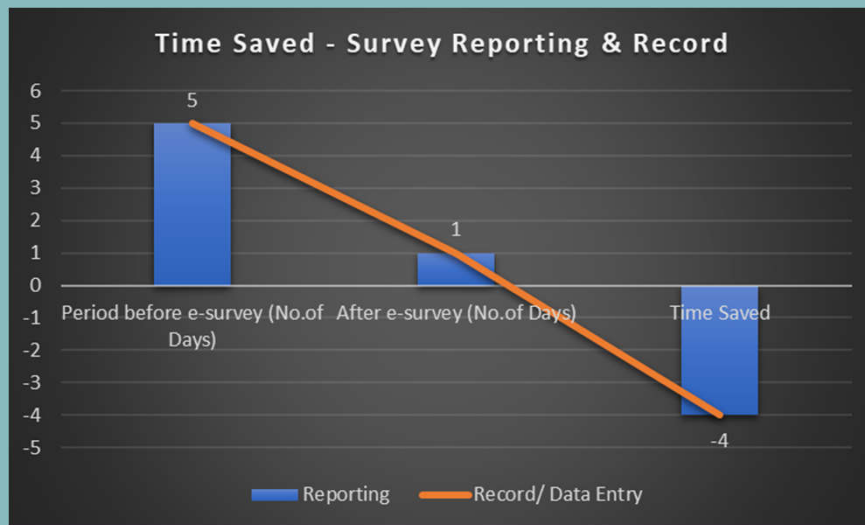
S.no	Material	Cost	Savings	Percentage
01	Books (10,000)	\$72,000.00	\$54,335.00	75.5%
02	Man Power – Officer Level	\$150 x 60 min	\$150 x 10 min	saving of 50 min * \$150



Population Source: Fiji Bureau of Stats

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## Results (Timelines Before vs After Implementation)



The work done in a week (5 working days) has been reduced to 1 day

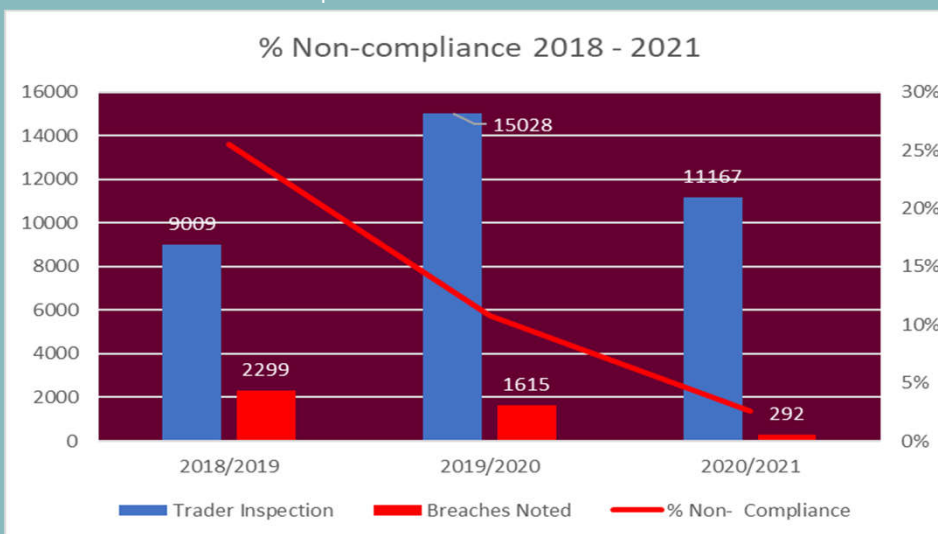


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## Results (% Compliance After Implementations)

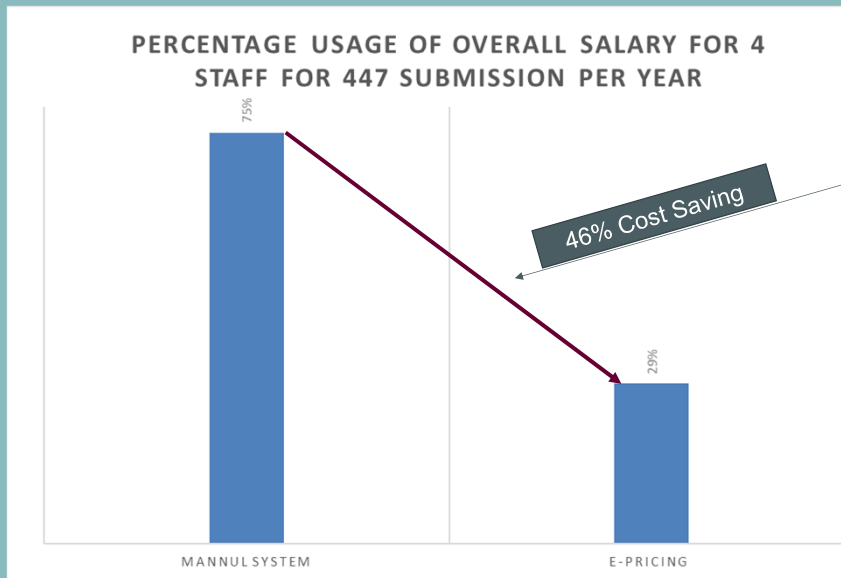
The team also noted that after implementations, there's a trend for improving Compliance as Traders are able to monitor their compliance level on-line.



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## Results (Human Resources)

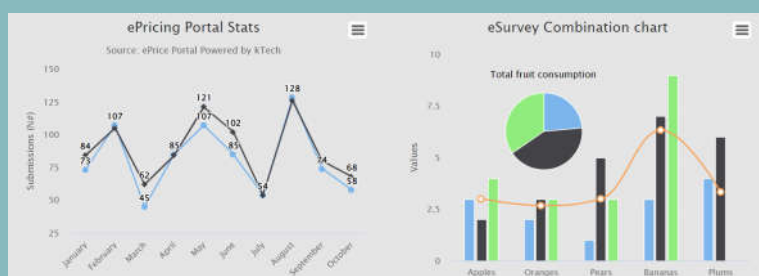
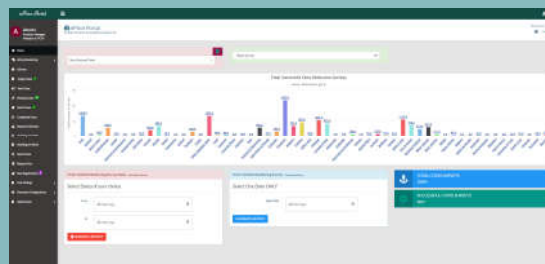


- Manually - 75% of salary of monitoring team was used to conduct 400 Inspections
- E-Pricing System – only 29% of salary of monitoring team is used to process same inspections.
- Surplus value of about \$53,002.00.



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## Results (Increase in Productivity & Reporting)



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## Results – In-Tangible Benefit

- ✓ Effective Standard Operation Procedure
- ✓ Clean Desk
- ✓ Staff Attitude
- ✓ Reduced work Pressure
- ✓ Daily email Reporting
- ✓ User friendly process and system
- ✓ Consumer Reach & Satisfaction
- ✓ Enhanced Customer Experience
- ✓ FCCC Agility/Adaptability
- ✓ Strategic Scanning Capability
- ✓ Best Practices
- ✓ Monitoring/Reporting
- ✓ Knowledge Distribution
- ✓ Innovation Capacity/Capability
- ✓ Economic Development
- ✓ Data Safety
- ✓ Corporate Social Responsibility
- ✓ FCCC Image & Value addition



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## Results – In-Tangible Benefit

Manual Inspection



System Inspection



Satisfied Consumer



Improved Quality of Produce

Before Implementation



After Implementation

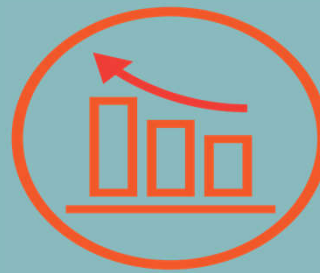


Consumer Reach



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## Results – In-Tangible Benefit



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## Results – In-Tangible Benefit Internal Staff Satisfaction



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## Learning & Integration

### • **Creating Community Projects**

- Awareness in Communities, schools & villages
- Media Publications
- Talk Back Shows
- Stakeholder Understanding

### • **Sustaining Partnership**

- MOU's
- Frameworks
- Strategic Alliance

### • **Research & Data Collection**

## Challenges Faced by the Team

1. Lack of Support at the start from Staff.
2. Financial Support.
3. Board Approvals.
4. Data Collection.
5. Stakeholder buy – INS.
6. Designing of the Project (System).
7. Implementation Process with Stakeholders.
8. Training & Consultation
9. Time Management
10. Digitization of processes and systems;
11. Implementation of secured security systems to mitigate the unwarranted risks;
12. Setting up Digitized tracking system
13. Benchmarking process and systems



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## Viti Ni Mataka Future Focus

After successful completion of the e-pricing project till phase 4 the circle is now focusing on the following quality improvement projects through re-engineering process.

**E-pricing (Phase 5)** – This project has been started and is in the tender process. This phase will have more improved version



### EXPRESSION OF INTEREST

Enhancement to Electronic Pricing Module  
No: FCCC 04/2022

Fijian Competition & Consumer Commission (FCCC) is seeking Expressions of Interest's (EOI) from reputable and established businesses for the development, enhancement of existing systems (including the upgrade of the reporting capabilities & other features) and expand products deployed on the electronic pricing module (e-pricing) for better interface.

### Key Responsibilities

Duties include (but is not limited to) the following:

- (a) Optimize electronic pricing (e-pricing) module for the listed price control products/services which are locally manufactured, processed, milled, re-packed for the purpose of trading to both businesses and consumers;
- (b) Enhance the reporting capability (including other features) of the e-Pricing portal specifically separate dashboard for generating different standardized reports including the annual price movement of products (trend, the median etc.), efficiency reporting of assessment and productivity reporting;
- (c) Provisions of developing a compatible application software (APP) which can be operated through smart phone by stakeholders for ease of lodgement and verification;
- (d) Automate & integrate the current manual process of updating price list, price determination and price authorisation with the e-pricing system;
- (e) Develop module for third-party or Visitor Access to specific reports generated in (b) above; and
- (f) Incorporating of "Audit Phase Verification" to augment the verification process that is currently in place; and
- (g) Incorporate data security features.

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## Corporate Social Responsibility

Engaging in Corporate Social Responsibility (CSR) activities is an integral part of the FCCC as it is a means of giving back to the community. During the project, team Viti Ni Mataka undertook five (5) CSR activity, as shown below;

1. **Replanting – National Initiative to plant four (4) million trees by 2023.**
2. **Blood Drive – saving a life;**
3. **Blanket Drive;**
4. **Community Awareness; and**
5. **Go Green Initiative.**



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### OUR VISION, MISSION & VALUES

**Vision**  
To create a dynamic and competitive market in Fiji.


**Mission**  
Fostering a competitive, efficient, fair and informed market place to enhance the welfare of all Fijians.

**Values**  
Professionalism, Responsibility, Transparency, Commitment, Integrity, Honesty, Respect, Trust.

**OUR STRATEGIC GOALS**

- 01 Markets for goods and services in Fiji are competitive.
- 02 Consumers in Fiji are offered goods and services that are safe and are provided with adequate and accurate information about goods and services.
- 03 Regulation, including price control, is applied where competition is not effective, and efficient outcomes can be achieved without imposing excessive administrative or compliance costs.
- 04 FCCC is regarded by Government, businesses and the public as an independent and expert body.
- 05 Innovative, digital, quality, efficient, and economical FCCC services.


[www.fccc.gov.fj](http://www.fccc.gov.fj)



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THE FUTURE  
IS CREATED  
BY WHAT YOU DO  
**TODAY.**  
DON'T JUST BE GOOD  
BE GREAT.



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