

LACK OF EQUIPMENT THAT MATCHES VENUES

(We also want to grow into more than musicians.)

ONE BAND ONE SOUND

UNLOCKING POTENTIAL OF OUR YOUTH THROUGH MUSIC AND
ART.

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Executive Summary

The Ministry of Youth and Sports is pursuing operational and organizational reforms under “Our Pursuit for Excellence 2024–2028”. The transformation emphasizes delivering services that are faster, better, and at lower cost, strengthening process capability through documentation, mapping, standardization, and diagnosis of key processes, and embedding improved operating practices consistent with automation (staff and automated systems working in sync). In parallel, the Civil Service Functional Review requires improved effectiveness, efficiency, clarity of roles, accountability, and consistent service delivery.

By equipping the National Youth Band with state-of-the-art instruments and audio technology, the Ministry will empower young musicians to develop faster, perform with higher artistic quality, and gain confidence through professional rehearsal and monitoring. This strengthens their ability to deliver impactful music and art experiences at EXPO 2027 in Serbia—ensuring technical reliability, audience engagement, and international-standard professionalism while unlocking the full potential of our youth.

Introduction

1.1 Organisational Profile

The Ministry of Youth and Sports (MYS) is a government agency dedicated to enhancing the lives of youth and promoting sports and recreational activities across the nation. The Ministry plays a pivotal role in empowering young people, fostering social inclusion, and encouraging healthy lifestyles through sports, which are integral to the national development strategy.

The Ministry's primary functions include:

Youth Development: Offering a range of programs that enhance the skills, knowledge, and wellbeing of the youth in Fiji. The Ministry aims to guide youth toward becoming productive citizens through education, vocational training, leadership development, and social empowerment.

Sports Promotion and Development: Encouraging active participation in sports at all levels—grassroots to elite—by providing support to various national and international sporting events. It also aims to improve Fiji's performance in global sporting arenas, including the Commonwealth and Olympic Games.

Policy Formulation: Developing policies and frameworks that promote youth engagement and participation in sports. These policies guide the development and delivery of youth-related programs and sporting events in the country.

Collaboration and Partnerships: The Ministry works closely with local government bodies, non-governmental organizations (NGOs), community groups, and international partners to deliver programs aimed at youth empowerment and sports development.

Advocacy and Awareness: Raising awareness about youth issues and sports-related opportunities. The Ministry advocates for the importance of youth involvement in nation-building, focusing on building a strong and resilient future for the young people of Fiji.

Vision: Building healthy and socially engaged youth through non-formal education and a physically active nation through sport.

Mission: The Ministry promotes values and social cohesion through national sports development and empowering youth through engagement, qualifications, knowledge, skills and resource development contributing to sustainable success for all.

There are currently 108 staff being employed at the Ministry of Youth and Sports. 39 of which are females and 69 are men. There is a total establishment of 125 staff. The distribution of age and tenure amongst staff is not skewed towards any particular group. Although the range between the oldest and youngest in a particular work level is interesting when at the executive level. The clustering of the age groups is tight at this level.

1.2 Background of the Project

The Ministry of Youth and Sports is committed to improving outcomes for Fiji's youth and strengthening sports and youth development services nationwide. In recent years, youth expectations have increased, youth want more timely access to programmes, clearer pathways to support (training, skills, sports opportunities, leadership, and community activities), and stronger responsiveness from government services. At the same time, the Ministry operates in a context that requires efficient use of public resources, stronger accountability, and consistent delivery of services across divisions and locations. Data has shown that the Ministry needs to quickly adapt or it will become irrelevant to the needs of our youth population.

Within this environment, the Ministry faces common operational challenges that affect how quickly and effectively youth demands are addressed. These may include:

- inconsistent processes for receiving, assessing, and responding to youth requests,
- delays and bottlenecks due to fragmented coordination, unclear roles, or lengthy internal workflows,
- rework caused by incomplete or unclear information when demands are submitted,
- limited feedback loops, leading to repeat issues or mismatches between youth needs and programme delivery,
- and a need for stronger performance monitoring and evidence-based adjustments.

1.3 Objectives of the Project

The project aims to strengthen the Ministry's ability to understand, prioritize, and respond to youth demands by:

- improving how youth needs are captured, assessed, approved, and delivered,
- strengthening GEDSI within the Ministry to ensure inclusivity in its program delivery
- reducing delays and bottlenecks in service delivery,
- strengthening coordination across internal units and external stakeholders,
- and ensuring a consistent, inclusive "customer experience" for all youth stakeholders.

1.4 Scope of the Project

The Quality Circles will focus on the priority steps that commonly affect youth outcomes, including:

- Youth capacity building: Procure/upgrade band instruments and training tools to strengthen technical skills, confidence, and leadership among young musicians through structured rehearsals and mentorship.
- Professional performance readiness: Set up EXPO-grade sound and stage support (microphones, mixers, monitoring, speakers) plus rehearsal run-throughs to ensure reliable, high-quality performances in different venues across Fiji and abroad.
- Youth outreach & participation: Expand workshops, auditions, and community performances to grow membership and give more youth access to music/art education aligned with the Ministry's "Unlocking Potential" vision.
- EXPO 2027 preparation & cultural showcasing: Develop a performance program that integrates live music with artistic elements (youth-led visuals/creative content), supported by recording/testing and performance documentation so Fiji's National Youth Band can represent culture strongly at EXPO 2027 in Serbia.).

The work will also support GEDSI objectives by strengthening inclusive participation across Ministry operations and youth programme delivery.

2. Project Methodology

2.1 Project Approach and Phases

Problem Selection and Understanding our Current Situation

From last years QCC the team had set two new issues to deal with this year. This was due to the experiences during last years QCC. They were,

- Relook at the Brainstorming Issues and target the equipment side of things
- Expand our knowledge and growth apart from music.

Issues	JD	NV	SN	VB	MI	SR	JG	Total
Misunderstanding and lack of communication of organisers and the dance band	6	9	4	3	3	3	1	29
Short notice of engagements	4	10	1	9	1	5	2	32
Volunteer allowances full time staff meals not paid during certain engagements	1	3	2	5	11	1	10	33
Dance Band unaware of upcoming engagements	8	8	8	2	2	10	8	46
Meal allowance arriving after engagement	3	11	9	6	13	6	3	51
Members find own transport after engagement when passes expire	12	2	3	18	17	7	7	66
Late submitting of submissions	9	6	13	13	4	16	9	70
Band members welfare neglected	16	1	19	4	5	15	14	74
Band members paying for other members transportation costs after engagements	19	4	6	7	10	13	15	74
Unfair differentiation of band members when transporting during the weekend	15	5	14	11	9	2	19	75
Double standards in meal allowance rules	11	14	10	17	16	4	4	76
Lack of equipment that matches venue	13	12	11	10	18	9	6	79
Band members have to endure bad accommodation practices	7	7	17	15	8	17	11	82
Overtime classifications unclear	10	13	15	14	6	12	12	82
No proper casing of equipments	17	16	5	16	19	8	5	86
Taking advantage of the band (exploitation)	2	18	18	1	20	14	18	91
Water penetrating the base of the carrier and wetting the equipment	18	17	7	8	15	19	13	97
Allocation of drivers to transport delayed after band is ready to travel	5	15	16	16	12	18	16	98
Breakdown of allowances is not given	14	19	12	12	14	11	17	99

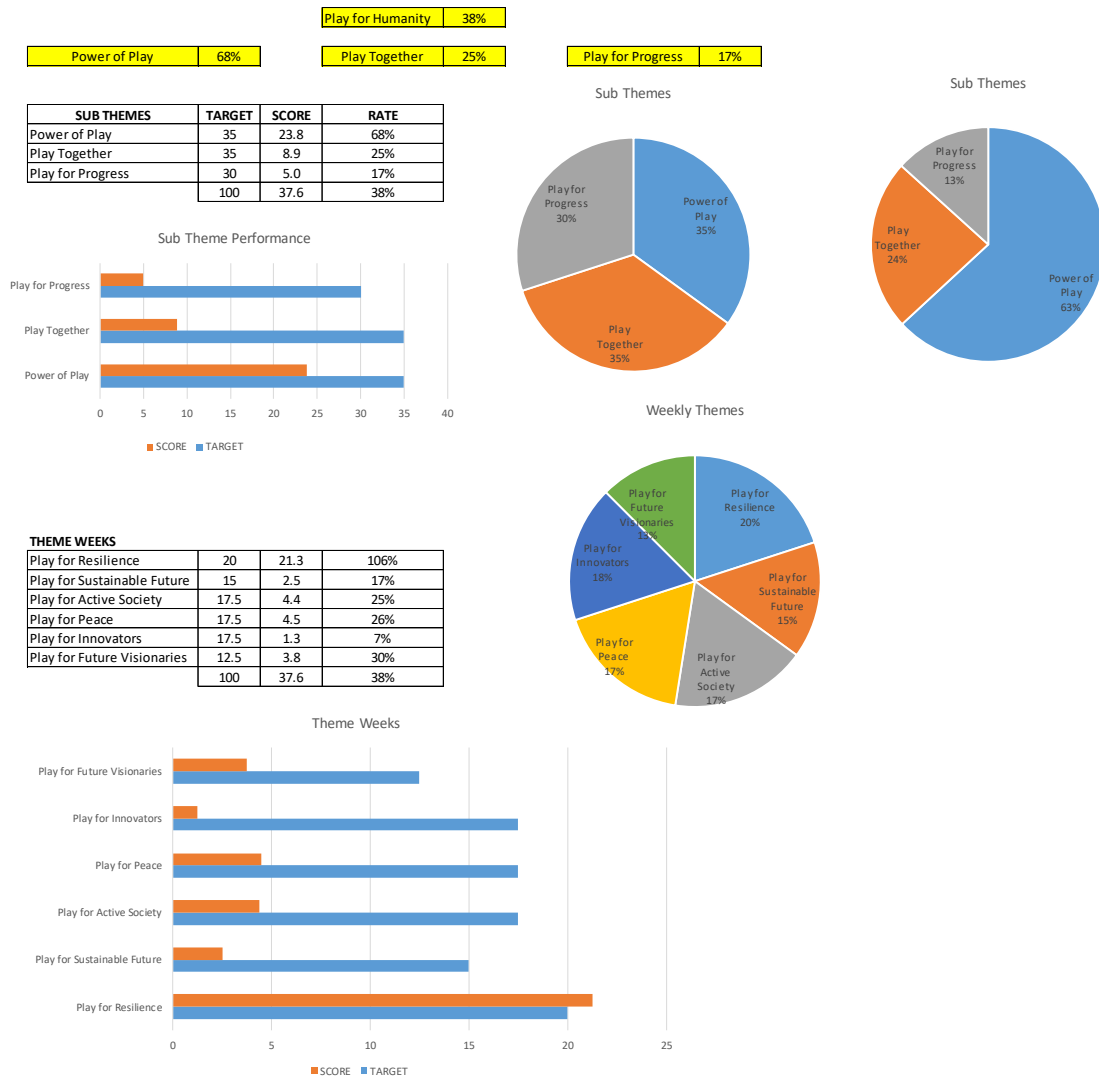
Rather than brainstorming again, the team decided to use the issues from last year and deal with two issues that if felt were important moving the band forward with its Motto and the scorecard it had set for itself.

This year we had the same objectives for all our Quality Circles to drive similar outcomes our Pursuit 4 Excellence Transformation and our Civil Service Functional Review.

We decided that our scope was going to guide our objectives with our scorecard setting our platforms.

The objectives in green were taken onboard by the team as this was already aligned with the Ministry functional review and the transformational goals.

Strategic Plan and Scorecard Review (End 2025)



Our overall performance is that across the scorecard total achieved score appears to be 37.6%, meaning there's strong opportunity to scale activities toward underperforming areas.

For our sub-theme performance

- Power of Play is a clear strength (68%).
- Play for Progress is the main gap. (17%).
- Play Together requires work (25%).

We need to improve delivery across all three sub-themes, with the biggest focus on Play for Progress (17%) and Play Together (25%), because we are significantly below target; this means designing and delivering more activities that explicitly build skills and learning (for Progress) and structured opportunities that encourage children to collaborate and interact (for Together), while also raising Power of Play (68%) by increasing participant agency, creativity, and independent decision-making. Overall, our actions should aim to raise the total achieved score

from 38% to much closer to 100% by rebalancing effort toward the most underperforming areas.

For our weekly themes, only Play for Resilience is performing well (slightly above target).

The largest weaknesses are:

- Play for Innovators (7%)
- Play for Sustainable Future (17%)
- Active Society and Peace (25–26%)

Our weekly themes are uneven— Resilience is delivering, but most other theme weeks need major scaling and/or restructuring.

Our activities are happening, but not in the “right themed weeks” and not strongly enough in specific programme areas (Business). This is due to the Hon. Minister’s engagement are focussed in one particular area while the scorecard is focussed on many areas.

SUB THEME	THEME WEEK	PROGRAMME	STRATEGIES	TARGET	ACHIEVEMENT	WEIG	RAT	SCOR	COMMENTS OR LINK
Power of Play	Play for Sustainable Future	Culture and Mus	Increase participation in our learning programs for music educators.	Implement 3 layered bands for the NYB	Lack of equipment is not allowing the team to split	5	0%	0.0	
		Education	Promote the accessibility of music education to students around the country	1 schools per quarter with a special unique brand	We began at Adi Cakobau School and planning to continue to other schools	5	25%	1.3	Revised target to Ministry engagement with Minister and Government
		Business	Create appetite from business house for the DB Brand of music	At least 3 paid events	Performed for the SG's Office Commemorative Meeting	5	25%	1.3	
Play Together	Play for Active Society	Education	Actively involved in school sporting events at the grassroots levels	Participate in at least 3 school interhouses	Invited to participate in the Coca Cola Fiji Finals. Both the brass band and the dance band but not specific to interhouse or targeted	10	25%	2.5	
		Business	Engagement in business houses	Invited to two business house		5	0%	0.0	
	Play for Peace	Education	Increase inclusivity in schools through our brand of music	Positive response from DB feedback survey	Survey designed but not distributed since Road to Serbian not yet launched	5	25%	1.3	
		Business	Increased support from business houses on NYB participation	Sponsored play for peace events by business houses	Pending	5	0%	0.0	
		Sport	Use sports as platform for advocating peace	Involved in national reconciliation process	Participated at the Cakobau National Games but not specific for the advocating of peace.	5	15%	0.8	
Play for Progress	Play for Innovators	Culture and Mus	Influence creativity through performances			10	0%	0.0	
		Business	Recreate traditional games or invite visitors to play together	Two major events with national mentions		5	0%	0.0	
	Play for Future Visionaries	Culture and Mus	Demonstrate how sports and music become tools of unity			2.5	0%	0.0	
		Education	Increased engagement in demand of the NYB in schools	Two new types of engagements by schools	Pending	5	0%	0.0	

Priority 1: Unblock the biggest items (next 30 days)

Issue	Action
Equipment shortage	Cost the gap and approach sponsors for in-kind support. In the meantime, start with 2 layers rather than waiting for 3.
Survey stalled	Decouple it from the Serbia launch. Send it now to the Adi Cakobau school community, SG's Office contacts, and Coke Finals audiences.
Sponsored peace events	Use the SG's Office and Coke relationships as references. Draft a one-page sponsorship pack and pitch 5 to 10 businesses. Ensure no clashes.

Priority 2: Capture "off-target" wins

- **Re-label or re-negotiate targets** where activity is valuable but differently shaped (e.g., change "3 school inter-houses" to "3 school or major sporting event appearances").
- For future events, build in the original target: ask a school for a short inter-house slot on the Coke Finals trip, or add a peace segment or banner to the National Games performance.

Measurable objectives and targets

Youth capacity building: Procure/upgrade band instruments and training tools to strengthen technical skills, confidence, and leadership among young musicians through structured rehearsals and mentorship.	Instruments upgrade for three bands to ensure parallel deliveries.
Professional performance readiness: Set up EXPO-grade sound and stage support (microphones, mixers, monitoring, speakers) plus rehearsal run-throughs to ensure reliable, high-quality performances in different venues across Fiji and abroad.	Ensure equipment are capable for small concert to secure the success of the Road to Serbia
Youth outreach & participation: Expand workshops, auditions, and community performances to grow membership and give more youth access to music/art education aligned with the Ministry's "Unlocking Potential" vision.	Audition and secure the services of budding musicians for the three bands.
EXPO 2027 preparation & cultural showcasing: Develop a performance program that integrates live music with artistic elements (youth-led visuals/creative content), supported by recording/testing and performance documentation so Fiji's National Youth Band can represent culture strongly at EXPO 2027 in Serbia.).	Partner with SPC on the launch of the Pacific Youth Development Framework.

Tools Used

- Scorecard
- Bar Charts
- Trending Graphs
- Brainstorming
- Ranking Matrix and Decision Matrix
- Multi Perspective Analysis / Data Stratification

2.1.1 Do and Check

Youth capacity building: Procure/upgrade band instruments

In partnership with the Permanent Secretary the team sort options with those requesting us to perform at their events to provide us with equipment rather than payment. This began with the

Public Service Commission and the Ministry of Civil Service. We were able to secure a second bass guitar and a third lead guitar. The Ministry in addition, by the end of the financial year was able to secure funding for additional equipment. This would address our Priority 1 area as suggested in our Plan.

As part of our partnership with the Chinese Embassy, the Ministry has secured its replacement Brass Band Equipment as well.



Figure 1 - Chinese Chargé d'Affaires visit to Valelevu Training Centre before the National Day



Figure 2 - National Youth Band at the Chinese National Day Reception at the Chinese Embassy

Current Situation	Additional
2 JBL 18 inches Twin Subwoofers 1 Soundking 18 inches Twin Subwoofers 1 JBL 15 inches Single Subwoofer	2 Wharfedale 18 inches Twin Subwoofer 2 Wharfedale Mid Subwoofer
1 DZR Top Speakers	4 Wharfedale Line Array Tops 4 Proel Stage Monitors
1 Single Drum Set 1 Full Drum Set	1 Tama Full Set Drum Set
1 Bass Guitar	1 Bass Guitar
1 Lead Guitar	1 Lead Guitar
2 Yamaha Analog Mixers 1 Behringer Digital Mixer	1 Presonus Digital Mixer
2 Yamaha Keyboards	

The band is capable of now delivering two bands fully equipped with enough power for one to deliver a mini concert.

Professional performance readiness: Set up EXPO-grade sound and stage support

In securing our equipment we secured the equipment the Ministry could afford considering the Expo grade sound and stage support.





Youth outreach & participation: Expand workshops, auditions, and community performances

The National Youth Band piloted the Coursera program before it was rolled out with 50 licenses for 8 weeks for the Ministry.



EXPO 2027 preparation & cultural showcasing: Develop a performance program that integrates live music with artistic elements

In 2024, the Ministry of Youth and Sports in partnership with the Pacific Community, convened the Pacific Youth Ministers Meeting after 13 years in its absence. It set the stage for a new Pacific Youth Development Framework named "Balata Vou Tale Na Lawa" (translated as "Cast the Net Anew" in iTaukei). First introduced through regional youth convenings and championed at the 4th Pacific Ministers for Youth Meeting in Nadi, Fiji, the vision acted as a collective call to establish a fresh, progressive roadmap for young people across the Pacific. The team partnered with Pacific Community to develop a song specific to the Pacific Development Framework.

The National Youth Band was prominent in its establishment and in handing over the chairperson to Samoa created a song to go with the new framework. The name of the song is the theme of the PYDF 2. Cast the Net Anew.

2.2 Project Milestones

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5 Jan 2026	6 Jan 2026	7 Jan 2026	8 Jan 2026	9 Jan 2026	10 Jan 2026	11 Jan 2026
		Scorecard Review				
12 Jan 2026	13 Jan 2026	14 Jan 2026	15 Jan 2026	16 Jan 2026	17 Jan 2026	18 Jan 2026
	Data Collection					
19 Jan 2026	20 Jan 2026	21 Jan 2026	22 Jan 2026	23 Jan 2026	24 Jan 2026	25 Jan 2026
	Data Collection					
26 Jan 2026	27 Jan 2026	28 Jan 2026	29 Jan 2026	30 Jan 2026	31 Jan 2026	1 Feb 2026
2 Feb 2026	3 Feb 2026	4 Feb 2026	5 Feb 2026	6 Feb 2026	7 Feb 2026	8 Feb 2026
	Analysis and Implementation					
9 Feb 2026	10 Feb 2026	11 Feb 2026	12 Feb 2026	13 Feb 2026	14 Feb 2026	15 Feb 2026
	Analysis and Implementation					
16 Feb 2026	17 Feb 2026	18 Feb 2026	19 Feb 2026	20 Feb 2026	21 Feb 2026	22 Feb 2026
	Analysis and Implementation					
23 Feb 2026	24 Feb 2026	25 Feb 2026	26 Feb 2026	27 Feb 2026	28 Feb 2026	1 Mar 2026
	Analysis and Implementation					
2 Mar 2026	3 Mar 2026	4 Mar 2026	5 Mar 2026	6 Mar 2026	7 Mar 2026	8 Mar 2026
	Analysis and Implementation					
9 Mar 2026	10 Mar 2026	11 Mar 2026	12 Mar 2026	13 Mar 2026	14 Mar 2026	15 Mar 2026
7 Sep 2026	8 Sep 2026	9 Sep 2026	10 Sep 2026	11 Sep 2026	12 Sep 2026	13 Sep 2026
	Presentatiion and Practice					
14 Sep 2026	15 Sep 2026	16 Sep 2026	17 Sep 2026	18 Sep 2026	19 Sep 2026	20 Sep 2026
	Presentatiion and Practice					
21 Sep 2026	22 Sep 2026	23 Sep 2026	24 Sep 2026	25 Sep 2026	26 Sep 2026	27 Sep 2026
	INTERNAL CONVENTION					
28 Sep 2026	29 Sep 2026	30 Sep 2026	1 Oct 2026	2 Oct 2026	3 Oct 2026	4 Oct 2026
5 Oct 2026	6 Oct 2026	7 Oct 2026	8 Oct 2026	9 Oct 2026	10 Oct 2026	11 Oct 2026
			NCIQ			

3. Project Analysis

3.1 Problem Identification

Details in the Plan section of the report.

3.2 Target Setting

Details in the Plan section of the report.

3.3 Cause Identification

Cause identification was done through the analysis of our scorecard. The gaps that were identified as we tried to achieve the scorecard which was aligned to our scorecard.

4. Solution Development

4.1 Possible Solutions and Evaluation.

QCC Scope and Objective	Targets	Evaluation
Youth capacity building: Procure/upgrade band instruments and training tools to strengthen technical skills, confidence, and leadership among young musicians through structured rehearsals and mentorship.	Instruments upgrade for three bands to ensure parallel deliveries.	Being championed by the PS as it is aligned with the road to Serbia. Very much within the control of the circle
Professional performance readiness: Set up EXPO-grade sound and stage support plus rehearsal run-throughs to ensure reliable, high-quality performances in different venues across Fiji and abroad.	Ensure equipment are capable for small concert to secure the success of the Road to Serbia	Quality of the equipment will be related to the budget available so the brands secured were best within the price range.
Youth outreach & participation: Expand workshops, auditions, and community performances to grow membership and give more youth access to music/art education aligned with the Ministry's "Unlocking Potential" vision.	Audition and secure the services of budding musicians for the three bands.	We now have a shortage of staff and musicians now that we have the new set of equipment.
EXPO 2027 preparation & cultural showcasing: Develop a performance program that integrates live music with artistic elements, supported by recording/testing and performance documentation so Fiji's National Youth Band can represent culture strongly at EXPO 2027 in Serbia.).	Partner with SPC on the launch of the Pacific Youth Development Framework.	Cast the Net Anew Song is the regional gift of the NYB to the SPC

5. Project Implementation

5.1 Implementation Plan

SOL 1. Youth capacity building: Procure/upgrade band instruments and training

- Collaborate with Ministries on giving in kind versus payment
 - Identify less expensive items for in kind giving
- Meet with Finance for budget surplus
 - Identify equipment
 - Match to band requirements
 - Quotes and purchase

SOL 2. Professional performance readiness.

- Discuss with Serbia on requirements and ensure that equipment being purchased match need
- Identify those that have brands

SOL 3. Youth outreach & participation:

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EXPO 2027 preparation & cultural showcasing: Develop a performance program that integrates live music with artistic elements, supported by recording/testing and performance documentation so Fiji's National Youth Band can represent culture strongly at EXPO 2027 in Serbia.).

- SOL 1. Improving how youth needs are captured, assessed, approved, and delivered
 - Design of survey
 - Deployment of survey
 - Analysis of survey
- SOL 2. Strengthening GEDSI within the Ministry to ensure inclusivity in its program delivery
 - Review of 2024 Assessment
 - Align to Central Program Delivery
 - Conduct GEDSI assessment of programs at venues
- SOL 3. Reducing delays and bottlenecks in service delivery
 - Implementing new resource deployment SOP
 - Reduce lead time versus processing time
- SOL 4. Strengthening coordination across internal units and external stakeholders
 - Identify pilot stakeholders
 - Initiate collaboration
 - Identify common program
 - Initiate pilot
- SOL 5. Ensuring a consistent, inclusive "customer experience" for all youth stakeholders.
 - Implement evaluation mechanism based on the Kirkpatric model
 - Level 1: Reaction – Measures how participants felt about the training. It tracks learner engagement, favorability, and perceived relevance using post-training surveys or "smile sheets".

- Level 2: Learning – Assesses what participants actually absorbed. It gauges acquired knowledge, skills, attitude, confidence, and commitment using pre- and post-tests, quizzes, or simulations.
- Level 3: Behavior – Evaluates whether learners applied their new skills on the job. This change in workplace performance is typically tracked weeks or months later via observations, supervisor feedback, and peer reviews.
- Level 4: Results – Determines the tangible bottom-line impact on the organization. It links the training outcomes to key performance indicators (KPIs) like increased sales, higher productivity, reduced error rates, or return on investment (ROI).

All green highlights were implemented and results captured.

5.2 Monitoring and Control

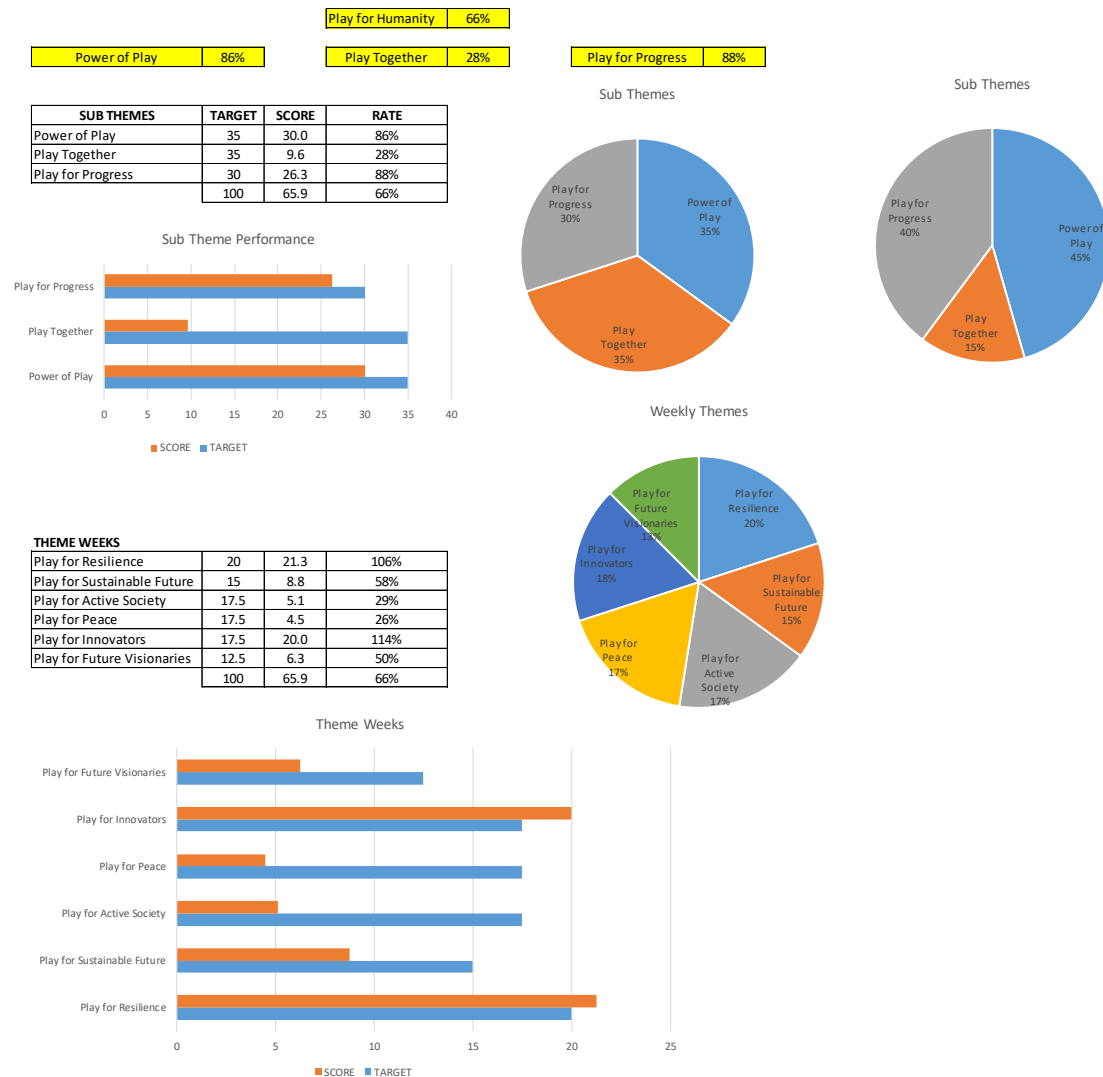
Monitoring and evaluation was driven by the Ministry mechanisms rather an internal QCC MEL system. Something that the team will need to look at.

5.3 Challenges Faced

Attendance was a key challenge. Support in terms of the other divisions, and the ministry was another challenge. If it was not for the Permanent Secretary, the project would not have been successful. And not to mention the few staff that continued to push the QCC forward. A lot of this was due to a proper change management program for QCC.

6. Project Implementation Results

6.1 Tangible Results



Overall score: 66% showed the progress of the band against its strategic plan from last year and the scorecard it set for itself. This indicates the program is partially on target but not yet reaching full targets across all pillars.

Our best performance lies with;

- Play for Progress: 88%
- Power of Play: 86% These are the strongest headline outcomes on the card.

Our biggest gaps (where performance was weakest)

- Culture and Music: 25% → 28.81% (115%) ✓ strongest
- Education: 30% → 12.54% (42%) ✗ major underperformance
- Business: 25% → 13.35% (53%) ✗ underperformance
- Sport: 20% → 11.45% (57%) ✗ underperformance

In Depth Analysis

Power of Play	Play for Sustainable Future	Education	Promote the accessibility of music education to students around the country	1 schools per quarter with a special unique brand	W'e began at Adi Cakobau School and planning to continue to other schools	5	25%	1.3	Reviewed target to Ministry engagements with Minister and Government
Play Together	Play for Active Society	Education	Actively involved in school sporting events at the grassroots levels	Participate in at least 3 school interhouses	Invited to participate in the Coca Cola Fiji Finals. Both the brass band and the dance band but not specific to interhouse as targeted	10	25%	2.5	
		Business	Engagement in business houses	Invited to two business house events	Invited to entertain at the Zan's Medical Centre Christmas party after the FBEA Awards. However, was not able to participate due to clashes with Hon. Minister's events. Thus the need for a second set of equipment which we now have and teams can split	5	15%	0.8	W'e now have a new problem and that is manpower. W'e have equipment for three layers but not the people
		Education	Increase inclusivity in schools through our brand of music	Positive response from DB feedback survey	Survey designed but not distributed since Road to Serbia not yet launched	5	25%	1.3	
	Play for Peace	Business	Increased support from business houses on MYB participation	Sponsored play for peace events by business houses	Pending	5	0%	0.0	
		Sport	Use sports as platform for advocating peace	in national reconciliation process	Participated at the Cokes National Games but not specific for the advocating of peace.	5	15%	0.8	
		Education	Increased engagement in demand of the MYB in schools	Two new types of engagements by schools	Pending	5	0%	0.0	
Play for Progress	Play for Future Visionaries	Education	Increased engagement in demand of the MYB in schools	Two new types of engagements by schools	Pending	5	0%	0.0	

The scorecard suggests the main drag on the overall score is Education first, then Business and Sport. This is one of the issues that we faced as a team. We realized that two key resources were keeping the band from achieving the scorecard results we wanted. Our assets and human resources.

Access to schools for our projects for our road to Serbia and business houses has been difficult. This is due to initially our equipment and then clashes with our commitment to Hon. Minister's program. This was highlighted in the remarks section of the scorecard.

Another tangible result is the fact that the band was able to participate in two high level engagements separate from one another. Especially with the top tier team being in Vanua Levu while the young inexperienced brass band with the Permanent Secretary to attend to the Chinese National Day.

However, there has been an increase in our scorecard from 38% to 66%. Almost double. We now have the equipment but are lacking the musicians.



6.2 Intangible Results

Just the experience of the QCC journey as we have never done that. And having our Permanent Secretary with us all the way. So much learning and the challenge now is to pass it on. We had fun.

6.3 Sustainability Plan

Assets are to be maintained to ensure longevity even though the brands are very high quality brands.

7. Lessons Learned

7.1 Key Takeaways

- Use data, not guesswork: QCC teaches teams to measure the problem, use facts, and track improvement.
- Root-cause thinking matters: Instead of treating symptoms, QCC builds skills to find the underlying causes.
- PDCA is a powerful cycle: Plan → Do → Check → Act helps teams test changes, verify outcomes, and standardize what works.
- Participation increases ownership: When staff contribute ideas, they feel responsible for improvement and are more likely to sustain it.
- Management support makes QCC succeed: Leadership backing (resources, time, approvals) is essential to implement and sustain improvements.

7.2 Recommendations

Strengthen the above takeaways.

8. Conclusion

Quality Circles work hand in hand with other transformation and reviews. Do not recreate the wheel. That is what we did. Made our work very easy.

9. Appendices

Include any additional materials such as charts, graphs, raw data, or detailed analyses.

10. References

List of references, if any, used during the project or report preparation.