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## Press Release

Part of Fiji National University has become ISO9000 certified and is now in the process of getting the remaining sections of the University up to standard.

Director of the Division of TVET at FNU, Jone Usamate said the University has already implemented a comprehensive Customer Complaint management system and a systematic online method of capturing staff suggestions for improvements.

“We have almost completed our assessment of where all the different Colleges and Divisions currently stand in relation to the ISO9001:2008 standards,” he said.

Mr Usamate said currently the National Training and Productivity Centre and the TVET Division are certified to ISO9001:2008.

ISO 9001:2008 standardises what is needed for a quality management system, regardless of what the user organization does, its size, or whether it is in the private or public sector. ISO9001:2008 certification means that an organization has achieved some globally accepted standards of managing an organization.

“This in turn means that it has in place the kind of processes, systems and procedures to maintain a consistent service, be sustainable, be customer focused and to improve its performance over time,” Mr Usamate said.

He said the ISO 9001 Certificate is the ultimate recognition of global quality.

“The ISO 9001:2008 standard provides a tried and tested framework for taking a systematic approach to managing the organization’s processes so that they consistently turn out product that satisfies customers’ expectations,” he said.

Mr Usamate said obtaining the award is not an easy matter.

“FNU is currently undergoing six stages of process, preparation, document compilation, implementation and auditing, improvement and prevention, and finally will go for the certification itself. The process began with the successful implementing the system of Customer Complaints and Corrective and Preventive Actions,” he said.

He said a Quality Committee of ISO Champions drawn from all the departments and sections of the university had been formed to spearhead the relevant processes so the university can get to the level of certification.

“The committee would also be responsible for initiating and implementing other quality productivity tools such as 5S and Quality Control Circles,” he said.

ISO stands for International Organization for Standardization. The ISO 9000 family of standards represents an international consensus on good quality management practices. It consists of standards and guidelines relating to quality management systems and related supporting standards.