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PRESS RELEASE

Fiji Business Excellence Awards Evaluators Training

Suva, Fiji Islands. One hundred-fifty Business Excellence evaluators will participate in a week-long training under the Malcom Baldrige Framework organised by the Fiji National University's National Training and Productivity Centre at the Holiday Inn in Suva.

The training is being conducted by Paul Steel, a Senior Baldrige Assessor, Evaluator, Juror and Trainer. Mr Steel is a globally recognized and renowned Business Excellence Trainer.

This is the seventh year the FBEA secretariat is using the Baldrige Framework which is a shift from the Australian Business Excellence Framework which was used previously. This year there has been a significant increase in number of evaluators 128 last year to 150. To date, almost 500 evaluators have been trained by the FBEA Secretariat.

This year Fiji Business Excellence Awards (FBEA) marks 20 years. Applicants for the awards have included organisations from the public and private sectors, large and small enterprises, both local and international companies. To date around 238 awards have been presented to 116 organisations.

FNU Vice Chancellor Professor Nigel Healey while opening the training session said the awards process was aimed at improving quality and productivity in organisations.

Prof Healey said FBEA was not a competition, but rather a recognition process to reward organisations that were doing exceptionally well in their business. He said applicants do not compete against each other, but benchmarked against the Fiji Business Excellence Awards Framework.

"Your selection is for a very important cause, not only as evaluators of the Fiji Business Excellence Awards but more so as revolutionary proxies. Your role is believed to make a great difference to the organizations that you are going to evaluate. Remember that organisational improvement translates into Business Excellence and hence recognition as world class organisation," said Prof Healey.

"Today's enterprises are striving for success in an increasingly complex and competitive business environment. However, by introducing the foundations and key elements of Fiji Business Excellence framework, our enterprises can cut through silos and bureaucracy to become lean, responsive and efficient. Using the Fiji Business Excellence framework as a benchmarking tool, organisations can improve performance, learn from best practices and the success stories of others and get an external opinion on their organisational structure and performance.

"One of the most important issue facing businesses today is creating a culture of accountability, so that there is greater operational efficiency. Success in business comes down to execution, not just strategy, and Mr Steel will be training you to recognize and assess the culture of Business Excellence in organisations," said VC Healey.

Meanwhile new Evaluator Miliana Werebauinona-Cokanavula, Principal Scientific Officer with the Fiji Police Force, said she looked forward to gain more knowledge about the business excellence awards framework and how the independent teams conducted evaluations of organisations.

“I am also looking forward to networking. I have always been intrigued by the Fiji Business Excellence Awards as its one of the biggest events in Fiji as well as the work that’s done by the evaluators to determine which organisation’s are recognized for their achievements,” said Cokanavula.

Water Authority Team Leader Lab, Mosese Nariva said with his 10 years’ experience there was still much more to learn from fellow evaluators.

“I have an opportunity to learn about different systems and processes that organisations use to achieve business excellence while exceeding customer expectations,” said Nariva.

Background

The Fiji Business Excellence Awards were formerly known as the Fiji National Quality Awards and were the brain child of the 1995 Round Table Conference, where representatives of the Employers, Trades Unions and Government met to draw up a roadmap for Fiji’s Productivity movement. It was at this landmark Round Table Conference where the idea of implementing a business excellence framework for Fiji was adopted into the Productivity Charter of 1995 and subsequently reaffirmed in 2005. The awards process aims to improve quality and productivity in organisations. Moreover, this business excellence framework is a dynamic system for managing enterprises to continuously improve competitiveness and productivity. By utilizing this framework, enterprises can take advantage of a proven ‘tool kit’ for identifying strengths and opportunities and aligning management systems and processes to create an environment for sustainable, continuous improvement. No matter what your situation, structure or sector today, you will need an innovative organisational system to survive into the future. The Fiji Business Excellence Awards framework is designed to help you explore your own organisational culture and strategy, to look for linkages and measurable activity and to test results for long term success. There are four Fiji Business Excellence Awards levels of recognition, namely Commitment to Business Excellence Award, Achievement in Business Excellence Award, Fiji Business Excellence Prize, and finally the President’s Award. There have been only 5 organisations that have been recognized at the highest level which is the President’s Award.

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About the Fiji National University: The Fiji National University (FNU) was established through the merger of 7 government-owned tertiary institutions in Fiji, and commenced operations from 1 January 2010. The constituent institutions are found at over 40 different locations across Fiji, and collectively offer Certificates, Diplomas, Advanced Diplomas, Degrees, Postgraduate qualifications and Skills Upgrading for those who are already in employment. Approximately 30,000 students pass through the University each year. Over the last six years of its operations, the University has registered major achievements with regard to new programme delivery, quality improvements and contribution to research and publications via its 5 Colleges: The College of Humanities & Education (CHE), the College of Medicine, Nursing & Health Sciences (CMNHS), the College of Engineering, Science & Technology (CEST), the College of Agriculture, Fisheries & Forestry (CAFF), the College of Business, Hospitality & Tourism Studies (CBHTS) and the National Training & Productivity Centre (NTPC).