

## Jacks of Fiji wins President's Award in the 2019 FBEA



The Jacks of Fiji team after their winning the prestigious President's Award during the 2019 Fiji Business Excellence Awards.

The winner of the prestigious Presidents Award of the 2019 Fiji Business Excellence Awards, Jack's of Fiji's Chief Executive, Mr Bhavin Khatri has thanked the National Training & Productivity Centre's for organising the Quality Awards program with great success.

He stated it is a great cause and that organisations should work towards achieving excellence and setting benchmarks.

Khatri said this was a proud moment for Jack's of Fiji, and dedicated the win to all of its staff and customers.

"Our people are the reason we exist. We have over 1500 employees and they are our faces, and this award goes to them for their hard work," Khatri said.

Throughout its 21-year history, only six organisations have previously received the President's Business Excellence Awards namely Vodafone Fiji Ltd in 2004, 2007, 2010, 2013 and 2016; Sheraton Fiji Resort in 2005; DHL Express (Fiji) Ltd in 2011; Fiji Electricity Authority in 2012; Air Terminal Services in 2014; and Future Farms Limited in 2018.

Khatri said whilst the FBEA was continuous process, Jacks of Fiji team has worked hard for not just the last 12 months, but through consistent efforts over the past years.

"It is a continuous process and the key is to sustain and maintain this recognition. There were certain areas where we fell short of in our last review, and this year it was about placing everything together, and that is what counts,"

Khatri said the NTPC organised FBEA program is a great platform and he encourages all organisations to come on board to understand and experience how they can achieve excellence in a challenging environment.

The FBEA process is based on the internationally benchmarked US Malcom Baldrige Business Excellence framework and is aligned to the Business Excellence frameworks adopted in Europe, Japan, Australia and Singapore.

As tradition, the event was officiated by His Excellency the President of the Republic of Fiji, Major General (Ret'd) Jioji Konusi Konrote who said, "As we enjoy and celebrate this auspicious occasion, I would like everyone present here tonight, not to forget the reality that we are operating in".

"The current uncertain and challenging business landscape present both opportunities and threats. It will quickly differentiate the better run enterprises from the rest. Therefore, it is crucial for organisations, including small and medium enterprises, to embrace productivity, excellence and innovation," President Konrote said.

He added there was a need to commit to improving management practices to better position themselves for growth opportunities, and that progressive management practices are key to helping organisations innovate and grow.

The business awards initiatives has helped more than 70 Fijian organizations put in place robust management systems and establish a culture of continuous improvement for sustained growth.

"These companies have been leveraging on the Business Excellence initiative to help them improve their performance against an internationally benchmarked framework," President Konrote said.

"At its most basic, the Business Excellence framework seeks to create a mindset amongst organisations to seek continuous improvement and sustainable quality growth."

There were 16 awards presented at the FBEA, which was held at the Sheraton Fiji Resort in Nadi on 2 November 2019. There were four organisations recognised in the Commitment to Business Excellence. Five recognised in the Achievement in Business Excellence category. Then there were six organisations awarded the premier listed Fiji Business Excellence Prize and the sole winner of the prestigious President's Business Excellence Award Jacks of Fiji.

### List of organisations recognised at the FBEA:

#### **President's Business Excellence Award**

Jack's Retail Limited

#### **Fiji Business Excellence Prize**

Fiji Revenue & Customs Service  
Wyndham Denarau Island  
Biscuit Company of Fiji (Pte) Limited  
Datec (Fiji) Pte Ltd  
Fijian Competition & Consumer Commission  
Telecom Fiji Limited

#### **Achievement in Business Excellence**

Wallson Foods Pte Limited  
Ministry of iTaukei Affairs  
iTaukei Affairs Board  
Outrigger Fiji Beach Resort  
Ministry of Fisheries

#### **Commitment in Business Excellence**

Sigatoka Town Council  
Hygiene and Sanitization Services (Fiji) Ltd  
Flick Anticimex / Amalgamated Pest Control  
Fiji Public Trustee Corporation Pte Limited