



Asian Productivity Organization “The APO in the News”

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APO/FNU WORKSHOP ON TQM

SMEs are critical



FNU AVC Prof. Ian Rouse with participants of 16 APO member countries in Nadi

Small and Medium Enterprises (SMEs) are regarded as one of the key driving forces of economic development, and are critical for every country says Fiji National University's Acting Vice Chancellor Professor Ian Rouse.

Professor Rouse was speaking at a recent international workshop on Training of Trainers on Total Quality Management for SMEs in Nadi. The workshop was organised by National Training and Productivity Centre of the FNU and Asian Productivity Organisation.

23 participants from 16 APO member countries attended the weeklong workshop held at Hexagon International Hotel.

These countries were Bangladesh, Cambodia, Republic of China, India, Indonesia, Iran, Lao PDR, Malaysia, Mongolia, Nepal, Pakistan, Philippines, Sri Lanka, Thailand, Vietnam and Fiji.

"They (SMEs) contribute greatly towards the gross domestic product and help create employment and entrepreneurship in the economy. For several economies around this room, SMEs provide the competitive edge to the country through high value added products and through the quality and innovations they bring about," said Prof. Rouse.

He said in Fiji, most of the local businesses are SMEs and are mostly engaged in agriculture, fishing, manufacturing, retailing and tourism sectors.

The Acting VC added that Fiji National University offers a diverse range of courses to SME's to help those employed to upgrade their skills and knowledge in all sectors thereby making them become more productive and competitive nationally and also in the region.

He further said the contribution of the SMEs to the economy is massive in all countries around the world and Fiji is no exception.

"Sustaining and increasing the SME sector is vital for the Fiji and all APO member countries. SMEs, as we all know, face a number of challenges including access to finance, competition, market access and a lack of brand recognition. It is therefore important for SMEs to embrace productivity and quality so that they can sustain themselves, grow further and deliver excellent and world class products and services.

This is where I find this training on total quality management very relevant for all countries represented here today," said Prof. Rouse.

TQM is more than a concept

Total Quality Management (TQM) is more than a concept; it is a philosophy itself says Asian Productivity Organisation.

APO representative Mr Muhammed Idham shared the above sentiments at an international workshop on Training of Trainers in Total Quality Management for Small and Medium Enterprises in Nadi recently.



APO representative
Muhammed Idham

The workshop was organised by National Training and Productivity Centre of the Fiji National University and Asian Productivity Centre.

"TQM is now becoming recognised as a generic management tool, just as applicable in SMEs. TQM, which has shown great success in manufacturing companies, is now being rapidly adapted to the SMEs with its customer orientation," said Mr Idham.

He said TQM encompasses many aspects of operations beginning at the lowest level of the organisation focusing on customer's requirements and delivering the products and services satisfactorily, to the system of production and ensuring quality in all steps in the process.

"Through this training of trainer's course, we at APO expect that all participants will develop their knowledge skills and experience to become competent trainers in TQM. It is with high hopes that all participants would be able to, by end of this course conduct TQM within their countries and beyond for greater multiplier effects," said the APO representative.

23 participants from 16 APO member countries attended the weeklong workshop held at Hexagon International Hotel.

Quality is about organisational success

Quality is not just about meeting and exceeding customer expectations; it is about organisational success. This was the strong message delivered by Fiji National University's Acting Vice Chancellor Professor Ian Rouse to international participants at a recent workshop Nadi.

The workshop on Training of Trainers on Total Quality Management for SMEs was organised by National Training and Productivity

approaches is that Quality is not just meeting and exceeding customer expectations; it is about organisational success, involving everyone in a never ending process. Such approaches are not an end in itself, but a means to achieving organisational productivity and growth.

"Indeed, TQM heralds a change in the work culture by educating all employees on quality and making quality the concern of every-

The objectives of this training course were:

- To enable participants' to understand TQM, its tools and techniques in detail so that they

ity Centre of the FNU and Asian Productivity Centre. 23 participants from 16 APO member countries attended the weeklong workshop held at Hexagon International Hotel.

"Productivity improvement methods like Quality Circle Concept (QCC), 5S Housekeeping, Six Sigma, ISO9000 Quality Management System, Knowledge Management (KM), Balanced Scorecard, Business or Service Excellence and Total Quality Management (TQM) are all improvement approaches legislated for promoting higher productivity and creating better cooperation and consultation between labour and management," said Prof Rouse referring to Fiji where quality and productivity improvement methods are promoted and embedded in our Employment Relations Regulations 2008 through the establishment of Labour- Management Consultation and Cooperation Committees.

"The fundamental thinking behind all these

body, not just the Quality Control department people. The aim is to create better synergies through teams, continuous improvements, and preventing mistakes (rather than correcting mistakes), and learning and innovating together," said the Acting VC.

The NTPC provides training, consultancy, evaluation and recognition initiatives through the National Convention on Quality which recognises good management practices in the Fijian industries, including TQM practices, and the companies later become the benchmark for other local companies.

The National Convention on Quality (NCQ) has been running for the past two decades and this year marks the 20th Anniversary of the NCQ. To date there are some 39 organisations that have participated in the event, and 18 organisations have been recognised for outstanding quality performance.

can disseminate the knowledge gained to help their organisations

- Participants to develop their knowledge, skills and experience to become competent trainers in TQM, especially for SMEs

- Participants to conduct TQM training not only for a general audience but also for other enterprises within their countries and beyond for greater multiplier effects

APO/FNU WORKSHOP ON TQM

Quality leads to more jobs

The 2015 National Convention on Quality Seminar was hailed a success and described as an excellent learning platform by the participants.

The seminar held in Suva at Fiji National University's Nabua Campus attracted a number of business organisations who were impressed with the learning. The event was organised by National Training and Productivity Centre.

"This was a very good training which was very informative and inspirational as well I have learned to better organise myself and my team to become more productive. The seminar has taught on how to make improved changes in our organisation," said Telecom Fiji Ltd National Sales Manager, Salreen Singh.

Marica Nemani from Fiji Revenue and Customs Authority described the training as a fruitful one.

"Teamwork is the key to success. Productivity and innovation will take a business to a different level and this will eventually contribute to the development of the nation a whole," said

Ms Nemani.

Seiliasi Cabemaimai from Itaukei Land Trust Board said he has learnt how to maintain discipline and increase productivity.



NTPC Director Kamlesh Prakash, FNU AVC Prof. Ian Rouse and APO Rep Muhammed Idham at TQM Workshop.

"The National Convention on Quality as you know has been an annual event to promote productivity in the country. It has become a premier event to share outstanding results

from the work of our quality circles from all corners of Fiji for productivity practitioners and for others wishing to learn and benchmark," said Director NTPC Kamlesh Prakash.

Mr Prakash said the past national conventions have demonstrated that organisations that empower employees through schemes like Quality Control Circles are reaping enormous benefits.

"These have been proven through the NCQs platforms over the past 20 years and the success stories of companies like Vodafone, Post Fiji, Punja's, Suva City Council, FEA, Reddy Group, and several others speak

volumes about this," said Mr Prakash.

The Director said the true spirit of prosperity is about making today better than yesterday; and making tomorrow better than today.

Fiji has over 300 Quality Circle teams in some 39 organisations around the country. This seminar is a build and information exchange platform for the National Convention on Quality to be held later in the year.



Workshop participants during group activity at Hexagon International Hotel in Nadi

NTPC trains boat owners



Naivunivuni villagers get a feel of NTPC training

Reaching out to remote areas with essential training is one of the key roles of National Training and Productivity Centre.

Our technical training team recently visited Naivunivuni, situated between Rakiraki

and Tavua to conduct the first marine and ports training in a village setting for boat operators. A total of 26 excited villagers were trained for three weeks in Basic Sea Safety and Master Engineer Class 6 packed programmes. The course was designed to provide the learner with the knowledge and skills required to respond effectively as a crew member in the event of an abandonment, fire on board, working safely on small vessel and operate a vessel of less than 20 gross tones (or less than 15 metres) and not exceeding 250kW operating within 15 nautical miles from the coastlines.

Acting Head of Department Captain Wai-

sea Bolatolu said the training spirit of the villagers was impressive to note.

"It was a 100 percent attendance, with people travelling from villages like Vitawa, Vunitogoloa, Rakiraki and Draunivi. These trainees are mostly fisherman and one from a resort. It is their main source of their income. They took great interest in learning and have good experience in their work," said Captain Wise.

He said the demand for these courses are high in villages especially on the need to know MSAF regulations and his team will continue to reach out to more villages.

Captain Wise said there is need and it is very important to train and certify the villagers working in this area.

"The villagers hope for more courses to be provided in rural areas to improve knowledge. They appreciated how the training was conducted. It also helps us to understand what more is needed and we will surely continue to bring more courses to the community," he said.