MAURITIUS RANKS AMONG THE TOP 10 COUNTRIES IN THE WORLD FOR ECONOMIC FREEDOM ACCORDING TO THE WORLD ECONOMIC FREEDOM REPORT INDEX 2013 PUBLISHED BY THE FRASER INSTITUTE. THE FRASER INSTITUTE IS A CANADIAN THINK TANK. ITS STATED MISSION IS “TO MEASURE, STUDY, AND COMMUNICATE THE IMPACT OF COMPETITIVE MARKETS AND GOVERNMENT INTERVENTION ON THE WELFARE OF INDIVIDUALS.”

HONG KONG AND SINGAPORE, OCCUPY THE TOP TWO POSITIONS. THE OTHER NATIONS IN THE TOP TEN ARE NEW ZEALAND, SWITZERLAND, UNITED ARAB EMIRATES, FINLAND, BAHRAIN, CANADA, AND AUSTRALIA.

The index published in Economic Freedom of the World measures the degree to which the policies and institutions of countries are supportive of economic freedom. The cornerstones of economic freedom are personal choice, voluntary exchange, freedom to compete, and security of privately owned property. Forty-two variables are used to construct a summary index and to measure the degree of economic freedom in five broad areas namely:

1. Size of Government;
2. Legal System and Property Rights;
3. Sound Money;
4. Freedom to Trade Internationally;
5. Regulation.

152 countries are included in this year’s index and the ranking of Mauritius has improved from 8th to 6th. Studies have found that countries with institutions and policies more consistent with economic freedom have higher investment rates, more rapid economic growth, higher income levels, and a more rapid reduction in poverty rates.
KEVIN CHUTTUR, NPCC CHAIRMAN Elected 1ST Vice President of PAPA

Since 2006, PAPA has been working in collaboration with the Asian Productivity Organisation (APO) and Japan Productivity Centre (JPC) for technical assistance and capacity building programmes on productivity in the African region. Funded by the Japanese Government, 164 participants have been trained by the APO including 21 from Mauritius. The last training programme took place in 2010. The current economic situation in Japan has led to the APO redirecting its resources to member countries and less to the African Programme.

The IPC on the other hand has been offering Technical Cooperation on Productivity Improvement to African Nations under the support of Ministry of Economy, Trade and Industry (METI), of the Government of Japan. This is a bilateral relationship with specific PAPA member countries (South Africa, Botswana, Kenya, Zambia and Mauritius). It is geared towards providing individual member countries and their key social partners with the capacity to drive productivity improvement in their respective countries. Such Japanese productivity improvement activities have assisted the local companies to promote efficient work as well as to improve the quality of their services and products.

KEVIN CHUTTUR THE NPCC CHAIRMAN HAS BEEN Elected 1ST VICE President OF THE PAN, AFRICAN PRODUCTIVITY ASSOCIATION (PAPA) DURING THE GENERAL ASSEMBLY OF THE ORGANIZATION WHICH TOOK PLACE IN JOHANNESBURG SOUTH AFRICA ON 6TH AND 7TH AUGUST 2013 WHERE A NEW BOARD HAS BEEN CONSTITUTED.

Delegates from six member countries: Botswana, Nigeria, South Africa, Namibia, Burkina Faso and Mauritius attended the assembly to elect new board members for the next four years and to ensure that the PAPA’s strategic objectives are achieved and to promote economic growth and social development in the African region.

The General Assembly was an excellent opportunity for sharing of ideas and gaining insight from the productivity movement in Africa. The strategic objectives of the PAPA remain:

• To provide a forum for promoting and sharing ideas and experience on strategies, techniques and practices for productivity enhancement.
• To contribute towards the development of a productivity culture in African economies.
• To Foster co-operation and collaboration between national productivity organizations and other related bodies in Africa and internationally.
• To Facilitate the establishment and development of NPOs in Africa.
• To Facilitate and promote tri-partism in enhancing productivity.

The agreement will allow NPCC to deliver training courses to all the employees of the Allied Group and other companies who are associated.

The IPC is happy to help the companies in “their search and respect for quality” and values the commitment of their top management and their belief in the concept of participative management.
ÉVITER LE GASPILLAGE POUR UNE MEILLEURE PRODUCTIVITÉ

Dans le cadre de sa campagne nationale sur la productivité, le NPCC a mis en avant quelques exemples pour expliquer comment améliorer la productivité dans le cadre de nos activités professionnelles. Nous nous intéressons ici à la notion « Comment éviter le gaspillage ».

Vous êtes-vous déjà posé les questions suivantes?

« Combien d’activités de ma compagnie ajoutent de la valeur au produit ou au service au lieu d’ajouter aux coûts ? » « Combien de ces activités sont liées à ce que le consommateur voit en termes de produits ou de services et qui sont importants pour lui ? »

La valeur ajoutée est une notion cruciale pour la performance en entreprise. Toute activité qui n’a pas de valeur ajoutée pour le client, donc inutile, ou qui représente une obstruction au lieu de donner aux coûts des opérations ou d’empêcher les opérations de se dérouler correctement, est un gaspillage. Le concept des 7 MUDA peut être utilisé par toutes les industries, manufacturières ou services. Dans le secteur des services, le gaspillage peut être identifié différemment, tels que:

• La surproduction: produire plus que nécessaire
• Temp d’attente: le travail d’un opérateur est compté
• Déplacement inutile
• Stocks inutiles: pièces détachées, produits et consommables stockés n’ont aucune valeur ajoutée mais ajoutent aux coûts des opérations en occupant de la place
• Les mouvements et déplacements inutiles
• Les défaits: il est important de réduire et d’éliminer le nombre de défaits de réduction dans la production
• Excès de procédés

Les déplacements inutiles - faire la queue, plusieurs signatures apposées au même document, faire plusieurs fois, aller d’un endroit à un autre

La communication vague - besoin de demander plus d’une fois

L’opportunité perdue - d’obtenir de nouveaux clients, de perdre des clients existants, ignorer les clients

Le concept des 7 MUDA peut être utilisé par toutes les industries, manufacturières ou services. Dans le secteur des services, le gaspillage peut être identifié différemment, tels que:

• Les erreurs – dans les transactions, défauts, produits
• Les retards - du côté du client, les clients d’attente
• L’excès de procédés – refaire les envois de données, recopier des informations, imprimer plusieurs copies d’un même document, plusieurs signatures apposées au même document
• Les déplacements inutiles – faire la queue plusieurs fois, aller d’un endroit à un autre pour une transaction
• Le stockage mal fait – pas de produits en réserve, trop de produits et un manque d’espace

Le contactez-nous par courriel sur l’adresse suivante natpro@intnet.mu ou sur le 467 7700 pour plus d’informations.

WORLD REPORT 2013 ON ECONOMIC FREEDOM: MAURITIUS IN THE TOP 10 CLUB

MAURITIUS RANKS AMONG THE TOP 10 COUNTRIES IN THE WORLD FOR ECONOMIC FREEDOM ACCORDING TO THE WORLD ECONOMIC FREEDOM REPORT INDEX 2013 PUBLISHED BY THE FRASER INSTITUTE.

500 BEACH HAWKERS AND PLEASURE CRAFT OPERATORS BECOME MORE PROFESSIONAL

Some forty beach hawks and pleasure craft operators have accepted the invitation of the Tourism Authority at Veranda Hotel, Grand Baie. Most of them are in the business for more than ten years. They know a lot of things about customer service that they demonstrate when doing business. That is why we request them to “sharpen their saw”, that is to invest some time and efforts to review and improve their skills to convince and delight customers. Some explanations are given on understanding and managing customer expectations, the importance of providing an excellent service to the tourism industry, the different levels of service and some of the skills needed for an exceptional customer service.

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1. Size of Government;
2. Legal System and Property Rights;
3. Sound Money;
4. Freedom to Trade Internationally;
5. Regulation.

132 countries are included in this year’s index and the ranking of Mauritius has improved from 6th to 4th.

Studies have found that countries with institutional and policies more consistent with economic freedom have higher investment rates, more rapid economic growth, higher income levels, and a more rapid reduction in poverty rates.

ELEVEN TRAINING COURSES WILL RESUME BY THE END OF NOVEMBER FOR MORE THAN 500 BEACH HAWKERS AND PLEASURE CRAFT OPERATORS THE PROGRAM STARTED SINCE MARCH 2013. THE TOURISM AUTHORITY PARTNERED WITH THE NPCC FOR THE MONTHLY DELIVERY OF A THREE-HOUR TRAINING COURSE OVER THE ISLAND TO ENABLE THOSE OPERATORS DEALING MAINLY WITH TOURISTS AT LARGE TO PROVIDE A HIGH STANDARD SERVICE. THE COURSES DELIVERED DURING THE COURSE OF THE YEAR WILL ENABLE THEM TO ACT ALSO IN A PROFESSIONAL MANNER, TO BE EQUIPPED WITH THE NECESSARY TOOLS PERTAINING TO CUSTOMER SERVICE...

The training ends with the question and answer session. The beach hawks and pleasure craft operators are motivated to display a customer service attitude and acknowledge their important contribution to the tourism sector.

The interaction is very fruitful. The role play helps them to learn what is right and wrong when meeting a tourist. They also agree that they have to understand their customer needs—need for information, need to have the choice, fairness, friendliness and empathy. Many operators insist that they provide everyday a ‘wow’ customer service to the tourists.

The training ends with the question and answer session. The beach hawks and pleasure craft operators are motivated to display a customer service attitude and acknowledge their important contribution to the tourism sector.
In the present highly competitive environment, one has to perpetually innovate if he wants to remain among the head of the pack and to ensure that his products evolve with changing customer needs.

SMEs play an important role in today’s economy, because they generate many jobs and also because they are important drivers of innovation as they are seen as entrepreneurial engines for new technologies and product innovations.

Thanks to their relatively smaller size, SMEs are more flexible hence their ability to adapt more rapidly to changing market situations which leads to better performing enterprises.

Entrepreneurship drives innovation, and innovation drives growth. So a high level of entrepreneurship is often interpreted as a sign of a healthy economy. Those seeking to increase growth in developing economies often focus on building and nurturing entrepreneurship.

In Rodrigues, entrepreneurship is no exception to that rule. It is in this perspective that the Office of the Deputy Chief Commissioner organized the 2nd edition of the “Salon de la Formation et des Métiers” from 6th to 8th June 2013 at the Human Resource Centre, Malabar on the theme “Métiers et Développement Durable: Conscientiser, Former et Entreprendre.”

The aim was to provide students, out of school youth and job seekers with the necessary information on study opportunities as well as innovation tools, learned how to think in fresh and innovative ways and gained better understanding of the problem solving process. The response was acknowledged that this type of training should be introduced to students in schools in order to stimulate their innovative capacities.

Through the different sessions, the sixty participants were introduced to creativity and innovation targeted for young potential entrepreneurs and students in view to promote building and nurturing entrepreneurship.

The National Productivity and Competitiveness Council came in as a facilitator for the workshops on creativity and innovation targeted for young potential entrepreneurs and students in view to promote building and nurturing entrepreneurship.

Obviously, if something is critical, don’t wait. But you’d be surprised how often these interruptions aren’t actually about urgent things. For example, this month, while I was on a 544 mile bike ride through Colorado, I got an email from a team member with five questions he needed answered by the end of the week. He interrupted me once, rather than five separate times and I was able to take care of all his questions in one work session at the end of a day.

1. Use 15-minute increments wisely.

The first most pervasive distraction I see entrepreneurs face is re-thinking a task they thought of earlier. It’s always the small things that distract us most. Maybe you thought about making a doctor’s appointment, or you need to replace the printer in your home office.

2. Maximize your interruptions.

The second biggest impediment to productivity is distraction. It’s not glancing at a text message, reading an email or answering a quiz question from a team member that is the biggest time-suck. It’s the amount of time needed to get back to what you were focused on before. That’s why you should minimize your interruptions. Save up three or four things to talk to someone about the next time you see them and ask your team to do the same for anyone they talk to or email.

3. See into the future.

To be productive, you have to look to the future. Open your digital calendar and look 90 days ahead. In 300 to 500 words, describe what life, work and health goals you’d have achieved. Do this again for 180 days and 365 days from now. This practice gives you a larger goal to work toward, which will keep you motivated and focused.

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NPCC OBJECTIVES

The National Productivity and Competitiveness Council was set up in 1999 following the SADC declaration on Productivity.

The object of the Council as defined by the NPCC Act No 9 of 1999 shall be to stimulate and generate productivity and quality consciousness and drive the productivity and quality movement in all sectors of the economy with a view to raising national output and achieving sustained growth and international competitiveness.

The Council is the Strategic arm of the NPCC and comprises 7 members representing the respective interests of:
(i) the government,
(ii) the employers,
(iii) the trade unions, and
(iv) industry associations, professionals and academia.

The NPCC became operational in May 2000. The vision, mission, objectives and guiding principles elaborated by the Council are:

Vision: Better Living for the Nation

Mission: Promote and sustain an enabling environment for Mauritius to thrive in a fast changing world.

The mission was changed in 2003 to “Make Mauritius Muda Free.”

In 2007 a new Council was nominated and the mission was reviewed to: “Make Mauritius Work Together”

Core Objective: Development of a Productivity Culture

Guiding Principles: 4Es-Empowerment through Education for Employability and Entrepreneurship

The NPCC Act defines 16 specific functions for the NPCC under Section 5 (a) to (p) which can be grouped under the following six general headings:

PROMOTION/SENSITISATION
(a) provide the forum for constant dialogue and consensus building on all matters relating to productivity, quality and competitiveness;
(c) promote and develop greater productivity and quality awareness and consciousness amongst the public, and organise awards to recognise individuals, teams and organisations for their outstanding achievements in quality and productivity;

(d) inculcate new values and attitudes in the country regarding productivity, quality and competitiveness;

(m) organise conferences and policy seminars on productivity, quality and competitiveness

RESEARCH & ANALYSIS
(e) identify constraints to the improvement of productivity, quality and competitiveness and propose remedial measures;

(g) collect, analyse, produce and disseminate data on the measurement of, and changes in, productivity, economy-wise and by sector and industry;

(i) promote and undertake research, including training, in all aspects of productivity, quality and competitiveness;

(a) request the Productivity Committees to carry out studies, prepare opinion statements, reports and information bulletins within the scope of their powers; and

DOCUMENTATION
(k) serve as focal point on all matters relating to productivity, quality and competitiveness;

(l) act as resource centre for published works on productivity, quality and competitiveness issues;

OPERATIONS
(f) monitor and co-ordinate programmes and activities relating to the improvement of productivity, quality and competitiveness;

(h) arrange for consultancy services in the areas of productivity and quality management and related fields;

(n) constitute such Productivity Committees and co-opt such persons, as it may deem necessary, to such committees, define their objectives, broad terms of reference and the means of their function

ADVISORY
(b) advise Government on the formulation of national policies and strategies on all aspects of productivity, quality and competitiveness;

Missing from the above is function (p), which reads as follows:

“do such things as may be incidental to, and consequential upon, the discharge of its functions under this Act”.

A new Council was constituted in April 2013. A Productivity Committee has been set up and a brainstorming session will be organized to work out a strategy to attain the objectives set.


A new Council was nominated in April 2013.

Membership is as follows:-

Chairperson
Mr Leerajsing Kevin CHUTTUR

Vice Chairperson
Mr Robert PALLAMY

Members
Mr Ishwarlall BONOMAULLY
Dr Azad JEETUN
Mr Mohammud Haniff PEERUN
Mrs Nishma Pratibha SOOKOOL GOOLAB
Ms Jane YEE SAK CHAN

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