



# Mauritius Export Processing Zone Association

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## International Quality Congress 97

# Dr Mehra « People, our greatest asset to achieve World Class »

People will be the greatest issue in the time to come if we are to achieve world class" said special guest Dr Madhav Mehra, Chairman of the World Quality Council. He was addressing the participants of the International Quality Congress at Grand Bay International Conference Centre in his keynote speech entitled : *Becoming World Class*.

Dr Mehra also said that our ability to respond innovatively to change will be determinant in that quest : " You will have to do better than using technique tools, you have to do it through people, it's people who have the creative techniques". He added that in order to face competition, industries will have to continuously reinvent. The Chairman of the World Quality Council also pointed out that money has never produced excellence. Taking as examples the General Motors and the south-eastern Tigers which are presently experiencing difficulties, Dr Mehra said that one of the main reasons is that they have forgotten the basics, which is **quality through people**. He said that we should change our own concept that there are no models : " **It has to start with a vision, an**



From left to right : Minister Tsung Mang Kin, Dr Bell, Mr Kumar & Dr. Mehra

**Dr Mehra : <<They fail because they have forgotten the basics, which is quality through people>>**

**aspiration**...you have to set the example : do as I do and not do as I say". Dr Mehra also added that we must encourage workers to have a sense of partnership and see them as winners. For the Chairman of the World Quality Council, our biggest resource is knowledge. He also stressed on the necessity to co-operate at local, regional and global levels in order to compete.

Citing Mahatma Gandhi who was unable to communicate and who yet became one of the greatest communicators through perseverance, Dr Mehra said that perseverance is one of the keys to attain world class. The two day Congress, organised by MEPZA was launched by the Minister of

Arts and Culture, Mr Joseph Tsang Mang Kin, who reiterated the vision of the Government to make Mauritius a quality country.

## Editorial

The month of December has been dominated by our two major events: The International Quality Congress and the National Quality Award 97. MEPZA would like to congratulate the winners and all the participants for their performance and their commitment to quality. Our thanks go also to companies which supported the events. Best wishes, and a fruitful & prosperous New Year from the Chairman, the Director & the staff of the MEPZA.