



HUMAN RESOURCES PORTFOLIO COMMITTEE

ENLIGHTENED EMPLOYEES

Education is the most powerful weapon which you can use to change the world.

- Nelson Mandela

It is generally accepted that management involves planning, organisation, leadership and control. If we understand that the challenge of leadership is not to create followers but to create leaders, then the emphasis in any definition of 'management' should be on the function of education; or in the parlance of business, capacity building and staff development. Investing in the enlightenment of our people, our human resources, is surely one way in which we could continue to contribute to the greatness of the legacy of Tata Mandela.

Madiega Jacobs, owner of Amaanah Consulting and an Associate of The Fundamentals Training Centre, recognises the central responsibility managers have to empower - educate - their team members when she says:

Under ISO 9001 Clause 5.5.1 "Responsibility and Authority", the top management has to define and communicate the responsibility and authority to implement and maintain the Quality Management System. Only then employees will be clear about their involvement and how they are expected to contribute to the Organisation's mission, vision and objectives.

This view is consistent with the series of articles we have published in Business Today over the last month. The management function of 'defining and communicating' - educating - finds resonance with the Human Resource Portfolio Committee's resolve to raise awareness. We aim to build capacity of

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our members to meet ISO standards, and in so doing, create a very important opportunity to empower ourselves and our companies. In this way we hope to enhance our ability to be globally competitive.

We will have a wonderful opportunity to delve deeper into an understanding of how crucial insights about ISO can be cascaded from managers to employees when Ms Jacobs shares with us insights into the importance of ISO and its impact on employees at the Human Resources Portfolio Committee's information session on the 31 July 2013¹. The session will introduce the eight quality management principles on which the quality management system standards of the ISO 9000 series are based, viz:

- Principle 1 – Customer focus
- Principle 2 – Leadership
- Principle 3 – Involvement of people
- Principle 4 – Process approach
- Principle 5 – System approach to management
- Principle 6 – Continual improvement
- Principle 7 – Factual approach to decision making
- Principle 8 – Mutually beneficial supplier relationships

These principles informs what we understand by 'management' and more critically what we need to do to be 'effective managers'. Essentially they can be used by management as a framework to guide their companies towards improved performance. This we believe, just as Tata Madiba did, can be realised if managers remain firmly committed to using the weapon education offers to bring meaningful, significant and lucrative changes.

Excitement is mounting with widespread interest already shown for our ISO event. Confirm your place now. We are looking forward to further engagement with you on the 31st!

Noel Daniels

Vice-Chairperson: Human Resource Portfolio Committee

Managing Director: The Fundamentals Training Centre

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¹ For any queries / to RSVP, kindly contact Romilda Williams-Kearns on email: romilda@capechamber.co.za or Tel: 021 402 4300