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## Quality Review Newsletter (Sept, 2011- March, 2012)



**Message from  
Finance Secretary  
(Abdul Wajid Rana)**

It is a great pleasure to learn that Finance Division is bringing out the 4<sup>th</sup> issue of "Quality Review" Newsletter to provide information on Quality Assurance Program initiated to strap up and faucet full potential of its human capital and convert into quality services to improve its internal efficiency performance.

It is a matter of satisfaction that Finance Division has also revised its Objectives for the years 2011-14, to fulfill the promise of improvement in performance and creating conducive environment by developing a strong relationship between the quality service delivery and the functioning of the Division.

I appreciate the effort of publishing the Quality Newsletter relating to Quality Assurance Program and achievement of Quality Management System in Finance Division.

I hope regular publication of the "Quality Review" would work as catalyst between the client and policy maker and also act as a tool of coherence and satisfaction.

## Finance Division has revised Goals & Targets for the years 2011-14

In Pakistan few years ago the subject of quality was only related to the industry, but today public sector organizations have also realized that on going Quality enhancement process is a crucial component to improve business operations and staff morals for almost every business either industry or service organization.

Finance Division was first took initiative to implement Quality Management System (QMS) in such a huge public sector organization and launched a Quality Assurance (QA) Program w.e.f. 28-12-2005, as a pilot project. The basic frame work/model chosen for the said program were ISO 9001:2000 Standard.

The prime focus of this Quality Assurance Program is to increase its customer's satisfaction level, raise its service quality, improve internal working efficiency and give the Division a strong local and global credibility.

Quality Assurance Wing was established to meet the basic standard requirements, procedures of different Wings were developed and detailed job descriptions were prepared and after completing all requirements a well reputed certification agency Lloyd's Register, EMEA, Karachi conducted certification Audit and in 2007 and Finance Division got ISO Certification against ISO-9001-2000 Standard for three years and become 1<sup>st</sup> Certified service organization in Pakistan. On expiry of 1<sup>st</sup> three years, Finance Division renewed its certification for further three years from 2010-2013 and ensured that Finance Division continue to maintain the highest standard of services.



Under the Quality Assurance program, Finance Division is striving to improve the performance level and to enhance the satisfaction rate of their customers. To achieve this target Finance Division has taken some unique initiatives which are also distinctive features of Finance Division in entire ministries of Government of Pakistan are as follows;

- 1- Finance Division has developed its measurable Targets and goals for the years 2011-14 with a time line. Booklet on Targets and Goals of Finance Division has also been published. The progress on these objectives reviewed on quarterly basis. In which head of the Wing (Additional Finance Secretary of concerned Wing) present report on progress of their Wing. This review is chaired by Finance Secretary and review report is also published.
- 2- Finance Division is conducting a survey to measure the customer satisfaction index of Finance Division Bi-annually. All the ministries of government of Pakistan are the customers of Finance Division and they rate Customer Satisfaction Index (CSI) of Finance Division on the basis of response what they get while interacting with Finance Division on prescribed survey form and sent to Finance Division. Quality Assurance Section has conducted 06 Surveys till to date and 72% Customer Satisfaction Index has been measured in latest survey. Survey for the period July to December, 2011 has been at the stage of data compilation.
- 3- Another type of survey is conducted to measure the work efficiency rate of the officers of Finance Division working at different levels of management from top to bottom (FS/AFS/JS/DS/SO). By this survey Finance Division enables to monitor critically delay/improvement in working of offices of Finance Division. Continual Improvement by this survey measured on following parameters.
  - Average no of days taken by section officers for submission of case.
  - Average duration of delay of cases by Section Officer.
  - Average duration of final disposal of cases.
  - Percentage of cases disposed off at Section Officer level
  - Percentage of cases disposed off at Deputy Secretary level.
  - Percentage of cases disposed off at Joint Secretary Level.
  - Percentage of cases disposed off at Additional Finance Secretary level.
  - Percentage of cases disposed off at Finance Secretary.

Quality Assurance Section has conducted 05 Surveys till to date. 6<sup>th</sup> Survey is at the stage of data compilation.

- 4- Capacity building of the Officers/Officials of Finance Division is considered as important driver for improvement in work efficiency. To serve the purpose Finance Division conducts Training Need Assessment / core competence survey and develops Bi- annual Training Plans for the Officers and Officials of Finance Division. Since 2006 after implementation of QMS in Finance Division **505** Officers/Officials has got local training at Lahore/Karachi/Islamabad in different Institutions and **214** Officers got foreign training till to date.
- 5- Under the Quality Assurance Program to monitor and evaluate the performance standard, Finance Division has been conducting Internal / External Audit bi-annually.

The progress on above mentioned initiatives/parameters is presented in the meeting of top management which is called Strategic Quality Management Committee (SQMC) comprised on Finance Secretary, all Additional Finance Secretaries of Finance Division. This meeting is also an idiosyncratic aspect of Finance Division in all the Federal Ministries of Government of Pakistan. In this meeting top management review the progress on all parameters defined to achieve the ultimate goal of maintaining international performance standard and continual improvement in performance of Finance Division.

Success is really about being ready for the good opportunities that come before you. It's not to have a detailed plan of everything that you're going to do. You can't plan innovation or inspiration, but you can be ready for it, and when you see it, you can jump on it.



## NOVELTY ATTRACTS GLOBAL ECONOMY

Mr. Muhammad Zaheer

SO (Inv)

The importance of "Innovation" as a driver of economic growth is internationally accepted as one of the key pillars in every economy. World Economic Forum (WEF) considers it (Innovation) as 12<sup>th</sup> Pillar of competitiveness. Innovation creates new technologies as well as process that could give boost to our domestic market. For making up such mind set of Pakistan society where one may leave the trodden path of Economy and adopt new measures to compete with other competitors. Investment Wing has encouraged Public Private Partnership and Joint Investment, with friendly countries on equal equity basis. It has established six JIC, so far with various countries. The achieving economic competitiveness through co-financing on the one hand and learning as well as sharing of entrepreneur skills on the other hand. Thus investment Wing has converted the concept of knowledge economy into tangible reality through these JICs. **While part of innovation is creative:** Creating new technologies and processes, in many developing countries along with adopting new technologies which may already exist elsewhere but are new to the domestic market is a part of innovation.

For such innovation there should be mindset of the investor that there are chances of risks & failure as well, while changing the status quo of the economic crisis. Social vales and lacking of intellectual liberty may also cause hurdle for adopting new ideas. To make the innovation as success story we may involve academia, govt. & private sector who may conduct seminars/workshop to address the issues surrounding our priority sectors and come up with innovative solutions of these macro economic issues. Blind imitation of other's innovative economic concepts, even if they have been proved fruitful for other markets, without attaching it to Pakistan's economic realities and social ethos of our community, would be false copying and further facing unprecedented economic crises.

As no public or private institution could be singly specialized in all aspects of economy, therefore instead of collective or consolidated approach we may tackle economic issues through disaggregated way at the beginning. For this, GoP may involved knowledgeable persons from civil society to act as effective contributors for making the innovative concept success story.

The man who makes a success of an important venture never waits for the crowd. He strikes out for himself. It takes nerve; it takes a great lot of grit; but the man that succeeds has both. Anyone can fail. The public admires the man who has enough confidence in himself to take a chance. These chances are the main things after all. The man who tries to succeed must expect to be criticized. Nothing important was ever done but the greater number consulted previously doubted the possibility. Success is the accomplishment of what which most people think can't be done.

(C.V. White)

*Dr. Waqar Masood Khan has relinquished and Mr. Abdul Wajid Rana has assumed the charge of the post of Finance Secretary on 13-02-2012.*



## Finance Minister & Finance Secretary in Pictures



Federal Minister for Finance Dr. Abdul Hafeez Sheikh addressing at NDU in Islamabad on October 11, 2011.



Delegation of German Federal Parliament meets with Finance Minister & Finance Secretary at Islamabad.



Ambassador of USA, German, Japan and High Commissioner of UK in a group photo with Federal Minister for Finance Dr. Abdul Hafeez Sheikh in Islamabad on November 3, 2011.



Dr. Abdul Hafeez Sheikh, Federal Minister for Finance addressing at the 2<sup>nd</sup> International Conference on Competition Commission of Pakistan in Islamabad on December 1, 2011.

### MANAGEMENT TIP (Set Clear Expectations)

Tell your employees what you expect. Be specific. By doing so, you set up the "game" in such a way that people know how to "win".



## Training Courses at Finance Division



Mr. Javed Ali Chowhan, Instructor of Pakistan Computer Bureau (PCB) in Finance Division.



Training course on Excel in IT-Lab, Q-Block Finance Division.



Mr. Abdul Jabbar, Mr. Muhammad Yaqoob and Mr. Ghulam Hussain Solangi, and other participants from different institutes during training course in (PIM), Lahore.



Mr. Abdul Wahab, Mr. Iftikhar Ahmed, Mr. Zahoor Ahmed Arain and Mr. Idrees Ahmed and other participants from different institutes during training course in (PIM), Lahore.

## Activities of Quality Assurance Section

- 198 Officers/Officials got local training under the Quality Assurance Program during the year 2011.
- 15 Officers have got foreign training during the year 2011.
- Quality Assurance Section conducted **06** CSI Surveys.
- Quality Assurance Section conducted **06** Internal Audit and **05** External Audit.



## ACHIEVEMENT MOTIVATION

Tasnim Bajwa, SO (QA-I)

Achievement Motivation is basically the condition where an individual has a desire to achieve a certain outcome. Almost everyone has some level of desire to want to accomplish something but some people have it more than others. The importance of this type of motivation can be seen in the workplace. Some people only do enough to not get fired while other people do what they can to achieve a goal at a higher level of difficulty.

Achievement motivation is something that can be developed in an individual. When you have employees who do not have the desire to reach goals, what you will get is lack of efficiency and results. This of course can hurt your bottom line. The obvious solution is to hire people who have a high desire to achieve. These are the people who set achievable goals that are difficult enough to where they will have to push themselves in order to achieve it. They will rarely set goals that don't require much effort to obtain. As this desire is something that can be developed. Many organizations hire people to come in and give achievement motivation training to their employees.

The goal is to increase their motivation to want to achieve greater things for the organization. This can involve a lot of things such as finding out what makes the individuals tick. What gives them a sense of joy?

The key point here is that there are people who want to achieve grand things in their life while there are others who do not have this desire. The lack of desire can be caused by many different factors such as upbringing, beliefs, and confidence or self esteem levels. With the right type of training and environment, that desire or hunger to do more and be more can be activated.

This can be done by disturbing a person's current level of satisfaction. Some people don't desire to achieve more simply because they are comfortable where they are at but at the same time they may not believe that they are capable of more. Achievement motivation can be an important trait to have not only in an employee but in life in general. The desire to grow as a person can lead to the expansion of the mind and a greater experience of life. Everyone has this capability. It just needs to be activated.

## EXPORTS & HOME REMITTANCES DURING OCTOBER ~ DECEMBER, 2011. (Saima Akhtar AEA)

• During July-November, 2011 exports increased by 11.5% (\$10.075b) as against (\$9.037b) in same period of last year. While FBS commodity-wise data revealed that the growth in export was mainly originated from food group (22.7%) petroleum group & coal (13.7%), and other manufacturing group by 13.6%. The exports of vegetables increased by 28.47% to \$28.557m, wheat \$94.204m against to exports, oil seeds nuts & kernels by 125.23% to \$8.480m, all other food items by 160.57% to \$365.809m, engineering goods by 45.95% to \$114.419m, guar & guar products by 237.19% to \$36.302m and all others items of exports grew by 45.89%. Although growth rate of exports in coming months of current financial year.

• During July-November, 2011-12 remittances stood at \$ 5.239b which is 18.33% higher than home remittances received in the same period of last year. However, July-November, 2011 average comes to \$1.047b, if this trend continues in the remaining months of the CFY then the home remittances would cross the budget target of \$12 billion.

### IN FUTURE: -

- Review meeting of top management (SQMC) on Progress on Targets & Goals of Finance Division will be due in April, 2012.
- Customer Satisfaction Index (CSI) of Finance Division calculated by Survey for the period (July ~ December, 2011)
- Work efficiency rate of Offices of Finance Division calculated by Survey for the period (July ~ December, 2011).
- Presentation of Internal / External Audit report in Strategic Quality Management Committee (SQMC).