

## MAURITIUS PORTS AUTHORITY

### DUTIES FOR THE POST OF MANAGER (QUALITY)

1	To be responsible for the day to day running of the Quality Unit
2	To develop, establish, maintain, deploy and improve quality strategies, policies and systems across the Authority
3	To ensure quality and reliability of services across all the organisational functions
4	To implement and monitor a process improvement management system to achieve continuous improvement in quality performance in each department, unit and section
5	To develop and document cross functional processes and ensure provision of services in line with established standards
6	To achieve and maintain the various ISO standards for the MPA
7	To train MPA staff on quality awareness, the ISO standards, quality documentation, internal quality audit, business excellence models and quality best practices
8	To be responsible for the smooth implementation of the Quality Management System
9	To help in instilling a quality assurance culture across the Authority
10	To be responsible for customer care
11	To monitor IT system and ensure that software implemented are reliable to provide relevant information to management for good decision-making
12	To ensure that staff of the department are properly trained
13	To assist in the implementation of a performance management system
14	To be fully responsible and accountable in respect to successful implementation of projects falling under the purview of the unit and more specifically with respect to:  (i) Timely completion of project; (ii) Adequacy in the fulfillment of the terms of contract; (iii) Monitoring and reviewing of Contractor's Performance and compliance; (iv) Periodic reporting with particular attention in identifying and addressing timely and appropriately any sub-standard performance or deviation; (v) Monitoring of budget and actual costs of project and reporting of any variation.
15	To coach, guide and mentor all staff in his/her department
16	To play an active role in promoting safety and security at the MPA
17	To adhere to and promote MPA's corporate values
18	To contribute to the enhancement of the port environment