



MAURITIUS RESEARCH COUNCIL

HALF-DAY SEMINAR

MRC Unsolicited Research Grant Scheme:

*Implementation and Practice of
Quality Management
in the Tourism Sector of Mauritius*

*Presented by: Mr David Lai Wai, Faculty of Law & Management,
University of Mauritius*

PROGRAMME

Venue: Mauritius Research Council

Date: 23rd February 2007

Time: 09:30 hours

Mauritius Research Council

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Implementation and Practice of Quality Management in the Tourism Sector of Mauritius

Synopsis

The main objective of the project is to investigate the existing quality management practices in the tourism industry and provide suggestions for improvement. The government is laying great emphasis on the necessity to invest in the tourism industry to make it the main pillar of our economy and calling upon all the stakeholders in this sector to strive for excellence.

Quality is one of the most important factors for long-term survival of any organization. The project gives the status of quality management implementation and practices in the tourism sector. The results are expected to give us an understanding of the present effectiveness of quality management in the sector.

Objectives

- ❖ Investigate the existing quality management practices in the tourism industry.
- ❖ See whether quality is being managed effectively and in a holistic manner.
- ❖ Investigate how much organizations invest in quality (% revenue)
- ❖ Look into the benefits derived from effective quality management.
- ❖ Identify the barriers to the implementation of quality management.
- ❖ Look into what organizations are losing from ineffective and inefficient quality management.
- ❖ Recommend strategies for improvement of quality in the tourism sector.

PROGRAMME

09:15 – 09:30	Registration of Participants
09:30 – 09:35	Welcome Address <i>Dr A Suddhoo, Executive Director, Mauritius Research Council</i>
09:35 – 09:45	Address <i>Prof S Jugessur, Chairman Mauritius Research Council</i>
<i>Implementation and Practice of Quality Management in the Tourism Sector of Mauritius</i>	
09:45 – 10:30	Presentation of Research Findings <i>Mr D Lai Wai, Faculty of Law and Management, University of Mauritius</i>
10:30 – 10:50	Questions and Answers <i>(Fielded by the Research Team)</i>
10:50 – 11:00	Vote of Thanks <i>Mr H Neeliah, Research Officer, Mauritius Research Council</i>
11:00	TEA BREAK