

Performance speaks for itself

By REPEKA NASIKO

NATURE'S Way Cooperative (Fiji) Limited is a step away from achieving the highest quality in business excellence accreditation in the country.

And the company will not stop until it is a world-class organisation.

Since 2010, the company has been applying the Fiji Excellence in Business Awards (FBEA) framework to better improve its services.

Since then, it has picked up several awards along the way including the Commitment to Business Excellence through Quality Management (2010) and the Achievement in Business Excellence through Quality Management (2011, 2015).

However, this year Nature's Way Cooperative (Fiji) Ltd scooped the Fiji Business Excellence Prize Award which recognises businesses that have improved performance as a result could be demonstrated across most criteria areas including aspects of performance most important to the organisation.

Company CEO Michael Brown said the company's recognition over the past six years were proof of their continuous improvements.

"We have about 300 members, all of whom are farmers and 25 of which are registered exporters," he said.

"With the FBEA framework we are able to implement business excellence within our organisation so that we are able to deliver the best quality service for our members and also ensure that we are exporting quality fresh produce to Australia and New Zealand.

"The framework also measures the quality of our management and its performances and it gives us feedback on the areas that we can improve.

"So really the award has resulted in a significant improvement in how we carry out our business operations by adopting quality business excellence practices."

He said the company exports to New Zealand under the Bilateral Quarantine Agreement for the export of papaya, breadfruit, mangoes and eggplants while Australia accepts only papaya.

"We are also assisted by New Zealand AID which has provided funding support for our Research and Extension Program which works in partnership with the Ministry of Agriculture to provide tailored solutions to the many problems faced by our industry."

According to the company, \$445,000 was provided by NZAid for the rehabilitation of farmers and export enterprises from Tropical Cyclone Winston.



Nature's Way Cooperative (Fiji) Ltd chief executive Michael Finau-Brown receives his award from acting president Anthony Gates at the Sheraton Fiji Resort Denarau, Nadi.

Picture: BALJEET SINGH

