



CNCI NEWS BULLETIN

The Ceylon National Chamber of Industries

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OFFICE BEARERS OF CNCI

- Mr. Gamini Gunasekera - Chairman
- Mr. Preethi Jayawardena - Immediate Past Chairman
- Mr. Tissa Seneviratne - Deputy Chairman
- Mr. Raja Hewabowala - Senior Vice Chairman
- Mr. Ruwan Edirisinghe - Vice Chairman
- Mr. Canisius Fernando - Vice Chairman
- Mr. Sarath Perera - Vice Chairman
- Mr.R.H. Moses - Hony. Treasurer
- Mr. Kumara Kandalama - Secretary General

CNCI represents 5th SAARC Business Leaders Conclave (SBLC)



SAARC Chamber of Commerce and Industry (SAARC CCI) organized 5th SAARC Business Leaders Conclave with its theme “South Asian Century: Progressing towards Regional Integration” in collaboration with the Federation of Indian Chambers of Commerce & Industry and National Federations/ Chambers of SAARC member nations, in partnership with Friedrich Naumann Foundation (FNF) & The World Bank Group - as the knowledge Partner on 16-17th Jan 2014, in New Delhi, India.

Minister Rishad Bathiudeen was accompanied by a business delegation from Sri Lanka including representatives from the trade chambers. Mr. Gamini Gunasekera, Chairman of The Ceylon National Chamber of Industries also attended the Conclave.

Successful sessions were held on the following topics:

- Taking stock of the South Asian economic integration process
- Public and private dialogue on regional integration of South Asia
- Youth in Asian Century : New challenges and dimensions
- Prospects for regional energy corporation
- Emerging South Asia in the 21st Century



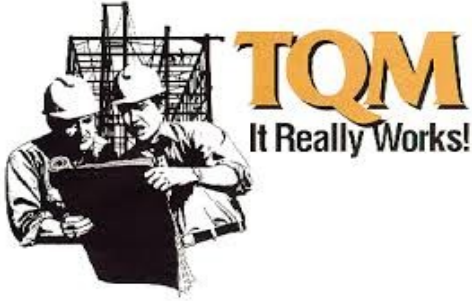
Mr. Gunasekera, Chairman - CNCI shakes hand with Mr. Rao, Secretary, Ministry of Commerce and Industry, India



H.E. Rishad Bathiudeen, Minister of Industry and Commerce with Sri Lankan Delegation

Chairman CNCI got this opportunity to discuss with officials from Trade Chambers in SAARC region regarding CNCI Achievers Awards Competition and developed the Companionship to get more applications from SAARC Countries for Achievers Awards 2014

Total Quality Management in Manufacturing and Service Organizations



Total Quality Management (TQM) is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback. TQM requirements may be defined separately for a particular organization or may be in adherence to established standards, such as the International Organization for Standardization's **ISO 9000** series. TQM can be applied to any type of organization; it originated in the manufacturing sector and has since been adapted for use in almost every type of organization imaginable, including schools, highway maintenance, hotel management, and churches. As a current focus of **e-business**, TQM is based on quality management from the customer's point of view.

TQM processes are divided into four sequential categories: plan, do, check, and act (the PDCA cycle). In the planning phase, people define the problem to be addressed, collect relevant data, and ascertain the problem's root cause; in the doing phase, people develop and implement a solution, and decide upon a measurement to gauge its effectiveness; in the checking phase,

in the **acting** phase, people document their results, inform others about process changes, and make recommendations for the problem to be addressed in the next PDCA cycle.

Defining **quality in manufacturing organizations** is often different from that of services. Manufacturing organizations produce a tangible product that can be seen, touched, and directly measured. Examples include cars, CD players, clothes, computers and food items. Therefore, quality definitions in manufacturing usually focus on tangible product features.

The most common quality definition in manufacturing is conformance, which is the degree to which a product characteristic meets present standards. Other common definitions of quality in manufacturing include performance such as acceleration of a vehicle; reliability that the product will function as expected without failure; features that extract that are included beyond the basic characteristics; durability expected operational of the product, and serviceability how readily a product can be repaired. The relative importance of these definitions is based on the preferences of each individual customer. It is easy to see how different customers can have different definitions in mind when they speak of high product quality.

In contrast to manufacturing, service organizations produce a product that is intangible. Usually, the complete product cannot be seen or touched. Rather it is experienced.

The intangible nature of the product makes defining quality difficult. Also, since a service is experienced, perceptions can be highly subjective.

In addition to tangible factors, quality of services is often defined by perceptual factors. These include responsiveness to customer needs, courtesy and friendliness of staff, promptness in resolving complaints, and atmosphere. Other definitions of quality in services include time- the amount of time a customer has to wait for the service; and consistency - the degree to which the service is the same each time. For these reasons defining **quality in services** can be especially challenging.

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CEYLINGO



ON THE SPOT

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10 Key Strategies to Achieve a Work-Life Balance

Work-life balance is about the interaction between paid work and other activities, including unpaid work in families and the community, leisure and personal development. Simply it is all about creating productive work culture where the potential for tensions between work and other parts of people's lives is minimized. To avoid delays and failures, employees are working hard and giving their heart and soul to achieve work-life balance which creating an enormous pressure on them and hence they are forced to finish their jobs irrespective of time.

The coupling of increased workloads with technology that keeps us constantly connected to our jobs finds an increasing number of workers feeling overwhelmed, discouraged and depleted.

Today work-life balance ranks as one of the most important workplace attributes and seconds only to compensation. Achieving a healthy work-life balance requires managing our professional and personal life in sustainable ways that keep our energy flowing, our minds and bodies healthy and our whole selves happy and content. It means giving due attention to all of the things that enrich and fulfill us including work and career, health and fitness, family and relationships, spirituality, community service, hobbies and passions, intellectual stimulation, rest and recreation.

To get there:

1. Track Your Time

Analyzing your present situation is the beginning step in achieving a balanced life. Keep a time log of everything you do for one week, including work-related and personal activities. This data will serve as an eye-opener, helping you understand how you are using and where you are losing your time.

2. Determine Your Priorities

Spend some time seriously reflecting on what is most important to you, and make a list of your top priorities at work and at home. Then analyze your time audit by asking yourself these key questions: What do I need to Start doing? Stop doing? Continue doing? Do more of? Do less of? Do differently?

3. Set Specific Goals

Take your list of priorities and turn them into concrete and measurable goals. Block time into your schedule for activities just like you would for an important meeting or a doctor's appointment.

4. Schedule Conscientiously

Successful people plan their work and then work their plan. Set aside 10 to 20 minutes at the beginning of each day (or the night before) to plan your tasks and activities for the day and evening ahead.

5. Establish Boundaries

Set fair and realistic limits on what you will and will not do both at work and at home. Clearly communicate these boundaries to your supervisor, coworkers, partner and family. For instance, you might commit to not working late on certain days unless there is a crisis.

6. Take Care of Your Health

Your health should always be your No.1 priority. If you are not in good shape physically, mentally, and emotionally, both your work life and your personal life will suffer.

7. Nurture Your Family/ Relationships

Relationships with family, friends, and loved ones are, by far, the greatest source of inner satisfaction. If your job or career is damaging your personal relationships, both areas will ultimately suffer. Sure there will be days when you .

- will need to work overtime. The issue becomes problematic when these days become the rule, not the exception.

8. Exercise Your Options

Many forward-thinking companies today are creating policies and programs that facilitate work-life balance. Find out what options your business offers in terms of flex hours, telecommuting, a compressed work week, job-sharing, or part-time employment. You may find an arrangement that allows you to work more productively, while at the same time cutting stress and freeing-up valuable personal/family time. If your company does not yet have a flexible scheduling program, consider proposing one.

9. Work Smarter Not Harder

Using time more efficiently is an important skill that everyone from the receptionist to the CEO can learn. Adopting the right combination of time-management practices can cut stress and save you up to an hour a day. This can include the use of technology to become more organized.

10. Know When to Ask for Help

If you are overwhelmed at work, and it is causing undue stress don't suffer in silence. Shed the Superwoman/Superman image and explain your situation to your boss or supervisor. Untenable work situations can usually be alleviated, but it will take some assertiveness on your part. Similarly, if a balanced life continues to elude you, or you are experiencing chronic stress, talk with a professional a counselor, mental health worker, or clergy person. Take advantage of the services offered by your employee assistance program.

The process of achieving a healthy work-life balance is like becoming a professional athlete or training for a triathlon. It takes a concerted effort to get in shape and a continued effort to stay that way. But those who commit themselves to this quest reap enormous health and quality of life benefits.

by Chaya Wijesinghe

ECONOMIC PERFORMANCE

ECONOMIC INDICATORS -LATEST AVAILABLE

Category	Nov	Nov	Growth	Jan-Nov	Jan-Nov	Growth
	2013	2012	Nov (%)	2013	2012	Jan-Nov(%)
	US\$ Mn	US\$ Mn	US\$ Mn	US\$ Mn	US\$ Mn	US\$ Mn
Exports	1,031.8	827.6	24.7	9,400.1	8,902.6	5.6
Industrial Products	775.8	632.8	22.6	7,000.2	6,727.5	4.1
Mineral Products	11.0	3.7	196.0	49.8	52.0	(4.2)
Imports	1,647.5	1,918.1	(14.1)	17,231.4	17,670.4	(2.5)
Deficit in Trade A/C	(615.7)	(1,090.5)	(43.5)	(7,831.3)	(8,767.8)	(10.7)
Workers Remittances	599.3	491.3	22.0	6,124.4	5,432.1	12.7
Foreign Direct Investments				870.1	614.7	42.0
Earnings from Tourism	120.4	114.7	4.9	1,232.7	905.3	36.2

EXCHANGE RATES -2014.02.12

Daily Exchange Rates		12.02.2014
Currency	Buying Rate (Rs.)	Selling Rate (Rs.)
Dollar (USA)	129.3600	132.2400
Pound (UK)	212.0800	218.1500
Euro (EU)	175.3400	181.0800
Franc (Switzerland)	142.9900	148.2400
Dollar (Canada)	116.8600	120.8200
Dollar (Australia)	116.0400	120.4300
Dollar (Singapore)	101.7500	105.0800
Yen (Japan)	1.2563	1.2964



NEWLY JOINED MEMBERS—JANUARY 2014

1

DIP Products Katuwawala (Pvt) Ltd

93/A, Katuwawala, Boralessgamuwa

2

Hichem Marketing (Pvt) Ltd

30, Bellatara Road, Dehiwala

3

Polypackaging Industries (Pvt) Ltd

197, Colombo Rd, Wanduragala, Kurunegala

4

Quickpack (Pvt) Ltd

264, Mosque Road, Dellanga, Geliyoa

5

A.P.S. Group of Companies

172/1, Lake Rd, Maharagama

6

Ruhunu Foods (Pvt) Ltd

235, Digana Rd, Kundasale

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HNB
Your Partner In Progress

CNCI MEMBERS OF THE MONTH

Bopitiya Auto Enterprises – A pioneering spirit globally in production of local motor spare parts



Bopitiya Auto Enterprises is a pioneering spirit globally in production of local motor spare parts. Bopitiya Auto Enterprises Manufactures Leaf spring pins, Bronze Bushes, U Bolts, Shackle Brackets, and Engine mounts along with an array of over 500 spare categories locally.

Successful progression of BAE really originated in the year 1981. BAE, the tiny seed planted in local industrial scope 33 years ago now provides shadow by means of widespread canopy of its huge flora. The basic organization was established in a small cadjan thatched hut with two people. One was the founder, present owner of the industry and the other was a trainee employee who was a teenage school leaver. Today BAE appears as an industry of sustainability mainly due to the qualities of perfect commitment, determination, unremitting effort, management skills, long-sighted perception and interpersonal communication abilities of the founder.

He has been backed by the commitment of employees filled with team spirit.

Though its path was not so rosy to tread easily and had to meet different challenges and obstacles today BAE could memorize its past and present with utter satisfaction learned lessons and experiences through failure and challenges sharpened its way to the best from the better. Too, it could successfully build an identity of specialty around various eras in its history by seeking novel technology, experiments and knowledge gathering to meet enhancing demands in the competitive market.

Have already won many international and national awards within 33 years of business excellence. Among them BAE owned Best Innovative Exporter award in recognition of export performance in the year 2012.

Bitumix (private) Limited – The leading Bitumen based products manufacturer in Sri Lanka.



Bitumix (Private) Limited was incorporated in the year 2000 as a manufacturer of bitumen based products for the Road construction Industry in Sri Lanka. Over the years, Bitumix has diversified its portfolio into a spectrum of Bitumen based products used in Industrial and Civil Construction applications.



Company has three well equipped manufacturing facilities. At Kalagedihena Factory and Homagama new factory Road Construction products are manufactured and the Homagama Industrial Estate factory concentrates on Industrial and civil engineering products.

Our product range consists of Emulsified Bitumen, Cut back Bitumen, Oxidized Bitumen, Polymer Modified Bitumen and other derivative products as primers, sealants, mastic fillers and coatings.

Today Bitumix has achieved the flagship position in the local Bitumen market having proved to our valued clients that we are the most technically competent and customer friendly Bitumen based product manufacturer in Sri Lanka. Experienced Consultant, Professionals and qualified and dedicated staff members contribute immensely to the continuous improvements of the company's successful journey.


Our modern production facility is geared with in-house quality control Laboratory facilities to assure the quality of each product sent to the market is conforming to international quality standards.

Bitumix was awarded with several national level awards for excellence in business performance. Bitumix is gearing itself to serve her valued customers with many more products and innovative services in the years to come. Company has also plans to diversify its petrochemicals/Bitumen business to international arena through its recently started subsidiary Gulf Road KEM in Ras Al Khaimah, UAE.





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MEMBERS' SUCCESS STORIES

Keells Foods made history by bagging two International Effie Brand Awards

Creating history for the brand, Elephant House Sausages was recognized at the Effie Awards held recently at Water's Edge, receiving two Effie awards for the memorable campaigns.

Two Campaigns :

"KEELLS Karal Hatahre Pack Eka"

Campaign was awarded as the Most Successful Advertising Campaign of the Year in the Food Industry in Sri Lanka in 2013.

"Who would you share your Secret with? "

Campaign was awarded for the first time in the Brand History for the 'Re-birth' of the EH Brand.

The Effie Awards, organized by the Sri Lanka Institute of Marketing (SLIM) and the 4A's, recognizes effective marketing campaigns in the country. The awards which adhere to global standards are judged by an imminent panel of judges who have experience in the marketing and advertising sectors in the country.



Keells Foods winning team at Effies with the agency team (Grant McCann and Group M)

Nippon Paint Lanka Unveils Decorative Paint with Superior Japanese Technology

Nippon Paint Lanka, a subsidiary of Nippon Paint Worldwide introduced world class interior & exterior decorative paint range to the Sri Lankan market. Company has taken decorative coatings trends in the paint industry beyond colour. Grand Official launch was held in Grand Ballroom, Waters Edge Hotel on 09th January 2014.

Over the years, Nippon Paint has perfected its products by means of breakthrough paint technology, emphasis being on innovation and eco-friendliness. Also Nippon Paint Lanka has designed the pricing strategy by introducing this amazing range at a very competitive price which will be the most exciting factor.

Addressing the occasion Mr. Raja Hewabowala Managing Director Nippon Paint Lanka further stressed that, 3 in 1 Medifresh paint equipped with an anti bacterial formula that inhibits the growth of bacteria which are harmful specially for children.

Moreover it covers hairline cracks and equipped with excellent washability.



Mr. Raja Hewabowala Managing Director Nippon Paint Lanka awarding new products to Mr. Fujita Tetsuro Chief Operating Officer Nippon Paint Group (NIPSEA) Japan

Also for exterior we have Weather Bond Algae Guard which has excellent Weather and Algae resistant while providing dirt and colour fading resistant which are the most sought of the properties of an exterior Paint.

EDUCATIONAL PROGRAMS/SEMINARS/EXHIBITIONS



ORGANIZED BY



Matara District Chamber of
Commerce & Industry

CDC EVENTS
& Travels (Pvt) Ltd

CDC Events & Travels (Pvt) Ltd
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World Trade Center, Colombo 01
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Fax: +94 112 360 070
Email: Info@cdcevents.net
Web: cdcevents.net
HoT Line :0777 412 280

Stall Pricing

SHELL SCHEME

PERSPECTIVE VIEW

- 3m x 3m x 2.4m stall structure
- Two spotlights
- One 5 amp plug point
- Two Chairs
- Fascia Name & One Table
- Electricity & cleaning free of charge
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Indoor
Rs. 70,000 /-
Outdoor
Rs. 65,000 /-

BARE SPACE

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- Electricity & cleaning free of charge

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Outdoor
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Further Information : Ajantha de Silva Ismail , Project Director, CDC Events & Travels (Pvt) Ltd
Tel : + 94 11 587040
Fax : + 94 11 2360070
Mobile : + 94 0777 412280

Line up of Exhibitions

- **THE INDIA SHOW**, Land of limitless opportunities —14th to 16th February 2014 at Lahore International Expo Centre, Pakistan
- **PAINT INDIA** – 6th to 8th March 2014 at Bombay Exhibition Centre, Goregaon, Mumbai
- **MIDDLE EAST COATING SHOW 2014** – 10TH – 12TH March at Dubai International Convention & Exhibition Centre, UAE
- **RUBBER TECHNOLOGY EXPO 2014** – 12TH TO 15TH March at BITEC, Bangkok, Thailand
- **THE 115TH CANTON FAIR 2014** - Canton Fair Complex, No. 380, Yuejiang Zhong Road, Guangzhou, China
Phase 1: 15th-19th April 2014
Phase 2: 23rd-27th April 2014
Phase 3: 1st May-5th May 2014
- **CHINAPLAS 2014** ,The 28th International Exhibition on Plastics and Rubber Industries - 23-26 April 2014, Shanghai New International Expo Centre, PR China
- **RUBEXPO** –International Rubber Expo (Finished products) , 6th to 8th June 2014 at KICC, Nairobi, Kenya
- **RUBEXPO** – International Rubber Expo (Materials.Machines.Technology) ,14th to 16th August and BMICH, Sri Lanka

