



COMPENDIUM OF BEST PRACTICE CASE STUDIES IN ASIA (VOLUME III)

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The Asian Productivity Organization-Best Practice Network (APO-BPN) was established in 2001. It is a network of organizations in Asia collectively pursuing the common goal of achieving competitiveness by generating, sharing, and transferring knowledge on best practices. To disseminate those best practices to other organizations, the APO initiated the publication of best practices case studies. The first publication in 2004 was the *Compendium of Best Practice Case Studies in Asia, Volume I*. It was a compilation of 17 best practices from six member countries on the three topics of the balanced scorecard, frontline customer service, and people performance evaluation. The second compendium, published in February 2007, supplemented the first with 12 new case studies from five member countries on three new topics, innovation culture, organizational excellence in SMEs, and local benchmarking.

The *Compendium of Best Practice Case Studies in Asia, Volume III* is the outcome of the Seventh APO-BPN-Workshop held in Ulaanbaatar, Mongolia, in September 2006. This volume is comprised of 10 case studies from Singapore, Thailand, Republic of China, Australia, Mongolia, Philippines, and Japan and covers three topic areas: measuring the impact of business excellence approaches; key performance indicators in SMEs; and public service excellence. Each case study covers areas such as organizational profile, rationale and objectives, overall description, leading practices, benefits gained, lessons learned, and the next steps needed for continuous improvement. Following the pattern of the first and second volumes, the organizations featured in the case studies are anonymous to protect the confidentiality of the information provided. This refocuses the reader on the subject of the leading practices outlined rather than diverting the focus to profiling specific organizations.

A collection of best practices represents an invaluable aid to enterprises seeking to follow successful examples. It can help achieve organizational goals and contribute to excellent business outcomes. To ensure that these best practices are disseminated, shared, and applied among businesses in APO member countries, this publication carries suggested approaches for disseminating and deploying them within and between organizations. The importance of networking in particular is emphasized for disseminating knowledge and information. The continuing advances in ICT have greatly facilitated such networking initiatives.

The two best practices included at the end of this volume, i-Bench initiated by the China Productivity Center and the e-Benchmark System initiated by the National Productivity Corporation, Malaysia, highlight the progress being made in conducting benchmarking using ICT and serve as examples of the opportunities available for international collaboration.

All the three volumes in the *Compendium of Best Practice Case Studies in Asia* series are available on the APO Web site at www.apo-tokyo.org.

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