



Comment board



Achara Kuwinpant, *Chulalongkorn University–Global Development Learning Network, Thailand.*

Training Coordinator, APO videoconferencing-based e-learning training courses using the GDLN platform of the World Bank.

“An important and fascinating feature of the APO e-learning courses is that they almost all feature topics that are ‘red hot’ and in line with demands from the current economic and industrial spheres,

e.g., Six Sigma, energy auditing and energy efficiency, ISO, etc. Naturally such courses easily attract the attention of the participants, especially those who are from the private sector. The contents of the courses are what corporations require, and thus the participants recruited are a suitable target audience. It is not surprising then that the participants are very attentive given that they need to apply the tools and methodology acquired to their actual work. The expert design of the courses augments the participants’ intrinsic interest by blending interesting, exciting elements such as videoconferences, group work, field trips, and country presentations. I have observed that the participants become actively involved in brainstorming during group work to create good presentations. Despite the fact that there is no actual prize for winning the ‘best presentation’ accolade, group members still seem to feel elated when their papers win the competition.”

Chairman Nadeem Ahmed Khan, *ROI-School of Excellence Pvt. Limited, Pakistan.*

Participant, study meeting on Knowledge Management in the Service Sector, 15–18 June 2009.

“The meeting was full of new ideas, learning, and discussions. The expert speakers delivered their articles and the concepts of KM in the service sector exceedingly well. In particular, I found Mr. Praba Nair’s presentation on enhancing service excellence through KM very interesting. Mr. Nair introduced many use-

ful methods and models such as the Malcolm Baldrige criteria, strategic knowledge gap analysis, and the service quality gap model. Based on what I learned from the study meeting, I immediately identified a number of quality gaps; including a customer satisfaction gap, conformance gap, design gap, and customer marketing research gap. I am now working on developing quality standards. Another key point of the meeting was the introduction of the APO’s KM framework. We found that the framework covers all aspects of KM implementation in the service sector and also evaluates the KM process step by step. Furthermore, it enables organizational goals to be aligned with KM implementation goals. I believe that this will enhance the capacity of all individuals involved as well as of the organizations they belong to.”

Plant Manager Waheed Ahmad *Capital Food Industries, Islamabad, Pakistan.*

Participant, e-learning course on Exporting Agrifood Products to Emerging Global Markets, Phase 3, 4–6 August 2009.

“It was a wonderful experience to participate in this course. It was aligned precisely with the challenges faced by the agrifood industry in our country. All credit should go to the APO staff members in charge for their continued support during the course. The content of the course was easily understandable, and all the resource persons were proactive. While I had only limited knowledge on halal food products prior to the course, the presentations by Mr. Irfan Sungkar, a resource speaker, provided in-depth information on halal food products and their growing demand in the global market. I am convinced that there is a business opportunity there, so my company has started the application and evaluation process for halal certification. We are also looking forward to producing organic food products and started outsourcing the major raw materials for the production of organic biscuits. The APO must do everything possible to encourage the maximum participation of the food industry in such projects. I would also like to suggest that the APO organize study missions to model industries in nonmember countries in the future. I thank the APO for assisting industry professionals in achieving advanced levels of productivity.”