

Business Excellence Week in Singapore

Business Excellence (BE) Week in Singapore beginning 8 November 2010 hosted more than 400 participants from the Asia-Pacific region in events promoting world-class organizational performance standards. Spearheaded by SPRING Singapore, with APO support, the week began with a BE Roundtable Discussion for CEOs. Twenty local and international business leaders shared experiences in guiding their companies through the recent global financial crisis. Mr. Jagadish CV, CEO of Systems on Silicon Manufacturing Company Pte Ltd, chaired the discussion. He asked the CEOs what they would have done differently after emerging from the crisis. Some candidly admitted that while they had hired global talent that became available as competitors restructured, they wished that they had recruited more for greater competitiveness. The CEOs agreed that talent development and retention, the “people” dimension of the BE framework, were critical and shaped the future of a company.


The 2nd Business Excellence Global Conference was held the following day with the theme Leveraging Productivity for Sustainable Excellence. APO Secretary-General Ryuichiro Yamazaki delivered the opening remarks, in which he reiterated the importance of BE initiatives to sustain productivity. He commended SPRING Singapore for strengthening the BE frameworks of member countries through its Center of Excellence (COE) for BE. The COE helps APO member countries “develop national BE frameworks aligned with internationally recognized ones.” The APO deputed Dr. Curt W. Reimann, Senior Scientist Emeritus of the US National Institute of Standards and Technology, and Nico Schutte, Master Black Belt and Director, Business Improvement, Philips Consumer Lifestyle, the Netherlands. Dr. Reiman gave a presentation on “Business Excellence... Great Progress... Greater Challenges,” while Schutte

spoke on “Business Excellence: Engine for Change and Productivity.”

During BE Week, a simultaneous regional training workshop on BE for 18 senior assessors, 8–12 November, was conducted by the APO and COE.

They represented 11

APO member countries with BE frameworks in place. The participants planned to customize the workshop materials to train more assessors in their home countries.

A highlight of BE Week was the Singapore Quality Award (SQA) Dinner at which the 2010 winners were announced: the Singapore Civil Defence, Hwa Chong Institution, and Ministry of Manpower (MOM). MOM is the first ever government ministry to win the SQA. Receiving the award on behalf of MOM was Permanent Secretary Loh Khum Yean, former chief executive of SPRING Singapore and former APO Director for Singapore. MOM’s vision of being an exemplary employer and excellent organization were the reasons cited by Secretary Loh for the ministry’s adoption of the SQA framework. 



Senior assessors and experts at the training workshop on BE. Photo courtesy of SPRING Singapore