



THE QUEST FOR GLOBAL COMPETITIVENESS THROUGH NATIONAL QUALITY AND BUSINESS EXCELLENCE AWARDS

APO 177 pp October 2002 ISBN 92-833-2332-7

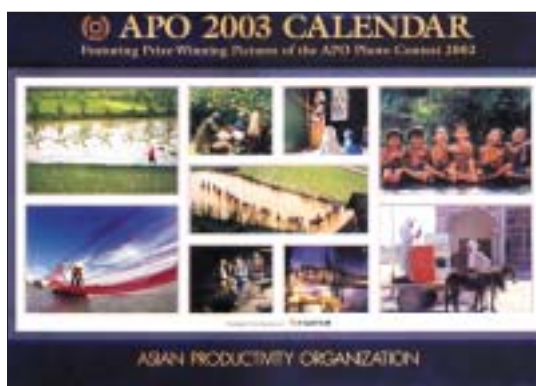
Productivity and quality awards that recognize excellent organizational performance have become a significant tool in a country's efforts to improve the productivity and quality of its goods and services. The pacesetter and model is the Malcolm Baldrige National Quality Award, a major driving force in revitalizing the competitiveness of US firms in the 20th century. Today, more than 70 countries have similar quality and business excellence award systems, including 14 APO member countries.

In September 2001, the APO hosted a symposium on "Quality and Business Excellence Awards" in Fiji to provide a platform for APO member countries to share their experiences in the implementation of such awards for the further enhancement of their effectiveness and to encourage other member countries without such a system to adopt one. This publication is a record of the proceedings of that meeting. It includes the speeches, resource papers, and country reports presented at the symposium.

This is the first book of its kind. It is a useful resource for those who are planning to establish a national quality and business excellence award system to improve the competitiveness of the industries in their nations or to refine further their current systems for greater effectiveness.

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