


Strengthening consulting capacities of NPOs

An APO workshop on Developing and Strengthening Consulting Capacities of NPOs was hosted by the China Productivity Center (CPC), 11–14 August. Twenty participants from 16 member economies examined the consultancy services of NPOs and described their experience in developing and extending them.

Resource person Dr. Paul N. Friga, author of *The McKinsey Engagement: A Powerful Toolkit for More Efficient and Effective Team Problem Solving*, shared his personal knowledge of problem solving and consulting, focusing on theories, tips, and tools for immediate application. Eddy Edwards, the other resource person, described the role of NPO consultants and effective consulting process, while APO Director and Liaison Officer for the ROC Dr. Eugene Lin explained the consulting business of the CPC and its contributions to business growth in an economy where competition has become “much tougher than before.”

The participants visited two CPC client companies. The Super Qin Group is an automated poultry-processing plant that supplies McDonald’s, Mos Burger, China Pacific Catering Service, local supermarket chains, and National Taiwan

University. Shin Poo Technology Co., Ltd. produces printed circuit boards (PCBs) and undertakes PCB assembly. In 2014, it received the Taiwan National Quality Award. During that visit, participants had the opportunity to question the management on how the CPC was able to help them via consultancy services. A summary of learning and action plan formulation wrapped up the workshop. 



Interactive session between Dr. Friga and participants.