ASIAN PRODUCTIVITY ORGANIZATION

PROJECT IMPLEMENTATION PLAN

10 August 2016

1.	**Project Code**	16-AG-39-GE-NFP-C-08
2.	**Title**	National Workshop on Best Practices of Knowledge Management Implementation in NPOs and the Public Sector
3.	**Reference**	Project Notification 16-RP-09-GE-WSP-A
4.	**Timing and Duration**	26–28 September 2016 (three days)
5.	**Venue**	Phnom Penh, Cambodia
6.	**Implementing Organizations**	National Productivity Centre of Cambodia (NPCC) Ministry of Industry and Handicraft No. 45 Norodom Blvd., Phnom Penh, Cambodia Phone: 855-12-814150 Fax: 855-23-222243 e-Mail: npccambodia@gmail.com
7.	**Number of Participants**	70 participants from relevant ministries, state enterprises, and NGOs including NPCC staff

8. **Objectives**

a. To enhance participants' understanding of the knowledge management (KM) concept, APO KM framework, and principles to increase public-sector productivity;

b. To train participants in the KM methodology, tools, and techniques and their applications in their organizations;

c. To demonstrate through actual case studies how KM could be adopted in public-sector organizations to increase their productivity;

d. To support the NPCC in strengthening its capacity to provide consultancy and KM services to the public and private sectors for productivity enhancement; and

e. To inform productivity stakeholders of the various opportunities provided by the APO to support the productivity movement in Cambodia.

9. Background

The NPCC was officially established in 2006 under the supervision of the Ministry of Industry, Mines and Energy (MIME) to lead nationwide productivity promotion by organizing productivity awareness seminars and national training courses on productivity-related topics, developing promotional materials, and providing consultancy services to both the public and private sectors.

Among advanced productivity tools, KM has been identified as an effective management tool that can contribute significantly to productivity and quality improvement in various sectors in Cambodia. It could offer opportunities for the NPCC and public-sector organizations in two ways: applying KM internally; and building the capacity to provide KM training and consultancy to public- and private-sector organizations.

The NPCC and public-sector organizations in Cambodia have vast amounts of information, knowledge, and expertise. To benefit from all these in the best possible way, it is important to establish a system that can capture data and information, store it, share it, and manage it effectively. In essence, the NPCC and other public-sector organizations should have a KM system designed to create new expertise and utilize it to enhance efficiency and productivity in the delivery of services to their clientele.

The APO provides support to its member countries, like Cambodia, to increase productivity through its various programs. Recently, the APO has implemented a Workshop on Best Practices of Knowledge Management Implementation in NPOs, 14–17 June 2016, in Ulaanbaatar, Mongolia, which two participants from Cambodia attended. Both participants noted the relevance of the topic to Cambodia and recommended that the NPCC implement a national follow-up to this project to benefit more stakeholders in the country. The APO is supporting this project under its National Follow-up Program (NFP) to enable the NPCC and participants to transfer knowledge and skills to local stakeholders.

10. Scope and Methodology

Scope
a.   Concept of KM and its importance to improving the productivity of organizations;

b.   Importance of KM to productivity and quality improvement initiatives;

c.   KM applications in public-sector organizations;

d.   The APO KM framework and its applications in the public sector;

e.   KM tools and techniques;

f.   KM implementation approach;

g.   KM best practices in the public-sector organizations; and

h.   KM opportunities in the public sector.

Methodology
The workshop will involve interactive lectures, group exercises, and presentations. The tentative program and topics to be covered are as follows:

Activity	
Monday, 26 September 2016	
9:00–10:00	Opening Ceremony • Welcome remarks by the NPCC • Opening remarks by the APO • Keynote address by the chief guest • Group photo
10:00–11:30	Coffee break
10:30–11:00	NPCC presentation: Roles and Responsibilities of the NPCC and Its Achievements
11:00–11:30	KM and Other Productivity-enhancing Programs under the APO Roadmap to Achieve Vision 2020
11:30–12:00	Importance of KM in the Public Sector: Experience in Cambodia
12:00–12:15	Q&A session
12:15–13:30	Lunch break
13:30–14:00	Lessons Learned from Workshop on KM in Mongolia (by a participant)
14:00–15:30	Understanding KM: Why Is KM Important for an Organization?
15:30–15:45	Coffee break
15:45–17:00	KM Applications in Public-sector Organizations (Case Studies)
17:00–17:15	Wrap-up session
Tuesday, 27 September 2016	
9:00–10:30	KM Tools and Techniques: Non-IT Methods and Tools
10:30–10:45	Coffee break
10:45–12:00	KM Tools and Techniques: IT Methods and Tools
12:00–12:15	Q&A session
12:15–13:30	Lunch break
13:30–15:30	Group exercise on KM tools and techniques
15:30–15:45	Coffee break
15:45–17:00	Group presentation and discussions
17:00–17:15	Wrap-up session
Wednesday, 28 September 2016	
9:00–10:30	KM Implementation Approach
10:30–10:45	Coffee break
10:45–12:00	Group exercise on KM implementation approach
12:00–12:15	Q&A session
13:30–15:30	Identifying KM Opportunities in the Public Sector
15:30–15:45	Coffee break
15:45–17:00	Summing-up session Closing

11. Resource Persons

The APO will assign one overseas resource person. Local resource persons will be engaged from government organizations, academia, and the private sector.

12. Financial Arrangements

To be borne by the host country (Cambodia)

a. Implementation costs exceeding the APO share of USD10,000.

b. Project management fees and personnel costs of the implementing organizations, including transportation of the facilitator(s) and project team to and from the project venue; meeting package for the project team, facilitator(s), and local resource person(s) during the conference; personnel service fees for the development of the program; honorarium for the local resource person(s) if applicable; and consultation meetings with key stakeholders.

c. Any other local implementation costs not covered by the APO.

To be borne by the APO

a. All assignment costs of one overseas resource person.

b. Implementation costs up to a maximum of USD10,000 for making local arrangements. An itemized breakdown of the implementation costs is attached (Appendix 1).

13. Roles and Responsibilities

The roles and responsibilities of the NPO and APO are:

NPO

a. Inviting local participants and arranging mass media coverage;

b. Making copies of the conference materials;

c. Organizing a three-day national conference in Phnom Penh;

d. Assigning local resource persons; and

e. Bearing the balance of project implementation costs if the total amount exceeds USD10,000.

APO

a. Providing financial support for organizing the national conference as detailed in section 12;

b. Assigning one overseas expert for the national conference; and

c. Coordinating with the overseas expert and implementing organization.

14. Procedures for Project Implementation

This project is to be implemented in close collaboration with the APO Secretariat, referred to as the APO in this document.

a. A temporary advance of up to 50% of the total APO share will be remitted to the NPCC, if necessary.

b. The proposed project will be carried out by the implementing organization.

c. The NPCC will make the agreed expenditures and settle the entire account by providing all necessary proof of payment to the APO after completion of the program. The proof of payment, e.g., bills, payment records, and receipts issued by third parties, must be submitted together at one time, written in clear English, and with English translation of all documents not originally written in English. The final payment will be made based on the actual expenditure after the NPCC submits the comprehensive report. In general, receipts issued by NPOs for goods or services provided by a third party is not acceptable as proof of payment and will not be reimbursed.

d. The NPCC will submit a project completion report and a statement of expenses supported by proof of payment as provided above in item c. to the APO within one month of project completion. The report will provide details on how the project was carried out in the country; program of activities; benefits and advantages to local agriculture sector, implementing organizations, and host country; and follow-up action plans, among others.

15. Final Project Output

The project is expected to produce a set of recommendations and agreement between stakeholders and the NPCC to disseminate information on KM tools and techniques, best practices, and other relevant information. Upon completion of the project, the NPCC will undertake the following:

a. Submit a project completion report on the national workshop to the APO and disseminate the report on the proceedings including recommendations to relevant government bodies within one month after completion of the workshop.

b. Submit a statement of expenses supported by receipts/bills within one month after completion of the conference.

c. Submit documents and e-links relating to promotional material on the national program, e.g., newsletters, brochures, bulletins, news clippings, written in English or the local language with an English translation of the main points.

Mari Amano
Secretary-General

Project Code: 19-AG-39-GE-NFP-C-08

Estimated APO Share of Costs for
the National Workshop on Best Practices of Knowledge Management Implementation
in NPOs and the Public Sector

N⁰	Item	Price (Dollar)	APO budget	Local counterpart	Total Cost (Dollar)
1	Meeting Package for 3 days (including meals for the participants, NPCC staff secretariat, and resource speaker conference room and audiovisual equipment)	(80 x 25$ x 3days)	6,000$		6,000$
2	Local guest speakers fee	2 persons x 150$		300$	300$
3	Translation (translate materials), Interpretation (English to Khmer and Vice-versa)	(1,000 $x 3days)	2,400$	600$	3,000$
4	Media activities such as daily news and program broadcasting	300$x2days		600$	600$
5	Conference Kit (including supplies and materials and photocopying, stationary and video documentary	1,000$	1,000$		1,000$
6	Miscellaneous expense (including local cost other than above)	600$	600$		600$
Total			10,000 USD	1,500$	11,500$