



## PROJECT NOTIFICATION

Ref. No.: 20-IN-36-GE-WSP-A-449

<b>Date of Issue</b>	30 September 2020
<b>Project Code</b>	20-IN-36-GE-WSP-A
<b>Title</b>	Workshop for Practitioners of Business Excellence
<b>Timing and Duration</b>	16–18 November 2020 (three days)
<b>Host Country</b>	Singapore
<b>Modality</b>	Digital Multicountry (DMC)
<b>Implementing Organization(s)</b>	Singapore Productivity Centre (SGPC) and the APO Secretariat
<b>Participating Countries</b>	All Member Countries
<b>Overseas Participants</b>	19
<b>Local Participants</b>	12
<b>Closing Date for Nominations</b>	23 October 2020 The closing date is for the replacement of selected candidates, when applicable. Participants were selected before the project was rescheduled and changed into a virtual session. This new selection allows changes in the participants' list if necessary.

Note: This PN supersedes the PN issued on 6 December 2019 and PNR 1 issued on 9 January 2020.

## **1. Objectives**

- a. To strengthen national business excellence (BE) strategies and promote the adoption of the BE framework in organizations;
- b. To develop BE practitioners who can assess the need for using the framework as a strategic management tool and plan for its adoption in organizations, facilitate organizational self-assessment using the framework, and identify and provide guidance on the use of relevant tools and techniques to improve organizational systems, processes, and practices; and
- c. To formulate a call-to-action plan incorporating regional BE best practices for future implementation.

## **2. Background**

The BE framework has helped many organizations, businesses, and enterprises enhance their management systems and processes over the years to deliver superior performance. APO member countries have benefited from international excellence frameworks, including the Malcolm Baldrige National Quality Award, European Foundation for Quality Management Excellence Award, Japan Quality Award, and New Zealand Business Excellence Awards.

Enterprise Singapore (previously SPRING Singapore) was designated the APO Center of Excellence (COE) on BE in 2009. The APO and COE on BE have assigned many experts to member countries to help develop their organizational BE strategies. Since 2009, the COE on BE has organized four BE Global Conferences involving local and international experts, benefiting over 2,000 delegates from 25 countries. It has also hosted numerous study missions from other APO member countries and provided free access to publications, training materials, frameworks, case studies, and benchmarking data on leading international BE models to NPO-designated BE administrators. In addition, the COE on BE has developed the competencies of 150 BE assessors and consultants from 16 countries. As a result, there are now BE assessors and consultants in several APO members, and numerous organizations have improved their management practices.

This multicountry workshop will be an opportunity to continue the BE journey, develop more practitioners in the region, and formulate a call-to-action plan for future activities. This will help member countries disseminate BE applications and practices to enhance long-term productivity.

## **3. Modality of Implementation**

- a. This workshop will be conducted online using videoconference applications.
- b. The resource speakers and participants will attend the workshop virtually using their own devices, applications, and Internet connections.
- c. The duration of each day's session will be up to three hours.
- d. The APO Secretariat will inform the resource speakers and participants of the applicable videoconference application and link to the virtual sessions.
- e. The videoconference link will be provided exclusively to resource speakers and participants in this workshop and should not be shared.

## **4. Scope and Methodology**

The workshop will consist of interactive lectures, case studies, Q&A sessions, and discussions. The tentative program of the workshop is given below:

<b>Date/Time</b>	<b>Activity</b>
Monday, 16 November	Opening session Presentations: <ul style="list-style-type: none"> <li>• BE initiatives in Singapore</li> <li>• BE framework in Singapore</li> <li>• Sharing examples and experiences in different countries</li> </ul> Q&A and discussion
Tuesday, 17 November	Presentations: <ul style="list-style-type: none"> <li>• Planning for BE</li> <li>• Facilitating BE self-assessments</li> <li>• Sharing examples and experiences in different countries</li> </ul> Q&A and discussion
Wednesday, 18 November	Presentations: <ul style="list-style-type: none"> <li>• Managing improvements for BE</li> <li>• Sustaining BE</li> </ul> Q&A and discussion Wrap-up and closing session

## 5. Qualifications of Candidates

<b>Present Position</b>	BE practitioners, consultants, and assessors from NPOs and the public and private sectors involved in implementing BE frameworks.
<b>Work Experience</b>	Five years of experience or more in the position described above.
<b>Education</b>	University degree or equivalent qualification from a recognized university or similar tertiary institution.
<b>Computer Literacy</b>	Familiarity and competency in connecting to virtual meetings, including independently undertaking troubleshooting in the event of poor or lost connections.
<b>Language</b>	Proficiency in English, both written and spoken. Participants will be required to make presentations and engage in discussions.

## 6. Requirements

- a. Have necessary devices comprising a computer, web camera, microphone, and speaker or headphones.
- b. Access to Internet connections suitable for videoconferencing. Stable, wired LAN connections are preferred.
- c. Follow the instructions of the moderators/presenters in asking questions, joining discussions, and answering questions.
- d. Participate in the entire workshop.

## 7. Financial Arrangements

- a. The APO will meet the assignment costs for international resource persons.
- b. The host country will meet the assignment costs of local resource persons and for a virtual site visit(s), either broadcast live or recorded as applicable.

## **8. Actions by Member Countries**

- a. Each participating country will nominate three or more candidates in order of preference.
- b. Self-nominations will not be accepted.
- c. All nominations must be endorsed by an APO Director or Alternate Director and submitted by a Liaison Officer or designated officer.
- d. Each nomination must be accompanied by the APO biodata form and uploaded to the APO Document Management System (DMS)/Fleekdrive by the NPO. The biodata form is available on the APO website.
- e. Late nominations will not be accepted. When a nomination requires the approval of higher authorities and requires a longer time, the member country concerned should send the name(s) of the nominee(s) before or by the deadline, indicating that approval will follow.
- f. If a selected participant becomes unable to participate, the NPO concerned should inform the APO Secretariat and the host country promptly.

## **9. Actions by the APO Secretariat**

- a. Selection of candidates will be at the discretion of the Participant Selection Committee of the APO Secretariat.
- b. Selection of candidates will be completed and announced three weeks prior to the start of the workshop.
- c. Slots that become available due to withdrawal of a selected candidate(s) or lack of nominations by a member country may be filled by alternates to be selected on a merit basis.
- d. The APO Secretariat will inform NPOs of the final program, platform, and link of the virtual workshop, as well as the schedule for technical coordination when applicable, two weeks prior to commencement of the workshop.

## **10. Dress Code**

Participants are required to wear appropriate business attire during the workshop.



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Secretary-General