



PROJECT IMPLEMENTATION PLAN

16 October 2018

1. **Project Code** 18-RP-45-GE-DON-C-01
2. **Title** Strengthening the Programs of the Center of Excellence (COE) on Business Excellence (BE)
3. **Project Activity** Assignment of an expert to assist in strengthening the capabilities of the COE on BE
4. **Timing and Duration** 1–2 November 2018 (two days)
5. **Venue** Singapore
6. **Implementing Organization**
Enterprise Singapore
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7. **Number of Local Participants** 40 participants
8. **Objective**

The objective of the expert assignment to the COE on BE is to strengthen the skills of BE assessors with reference to the Singapore BE framework and European Foundation for Quality Management (EFQM) framework.

9. Background

The BE framework is a management philosophy based upon quality management principles and tools with the goal of improving an organization's performance and meeting and surpassing stakeholders' needs. It is a belief in a set of core values and principles that over time have delivered success for many organizations. Recognizing the importance of BE in improving the productivity and overall performance of organizations in member countries, in 2009 the APO Governing Body designated Enterprise Singapore (then known as SPRING Singapore) as the first APO COE focusing on BE. Since then, the COE on BE has shared its best practices among APO member economies, while strengthening its leadership in BE in the region. To continuously support the COE, the APO extends assistance to enhance its capabilities by assigning international experts. The strengthened COE on BE will in turn assist other member countries to build up their capacity and expertise on BE, enhance the management of their BE initiatives, develop and strengthen quality award systems, improve the productivity of various organizations, etc.

10. Scope and Methodology

Scope

- a. Fundamentals of excellence (BE and EFQM frameworks and approaches)
- b. Stakeholder analysis
- c. Assessor competencies

Methodology

A two-day seminar consisting of presentations and case studies by resource persons as well as knowledge-sharing sessions among resource persons and participants will be conducted.

The tentative program of the workshop is given below:

Date/Time	Activity
Thurs., 1 November	Presentation: EFQM excellence model and the fundamentals of excellence with reference to the BE framework Presentation: How to perform good stakeholder analysis <ul style="list-style-type: none">➤ Unique organizational profile and contextualizing the requirements to fit the operating environment➤ How have recent global trends (e.g., disruptions, mobile workforce, etc.) transformed businesses and affected organizational assessments?➤ Challenges faced by assessors (discussion)
Fri., 2 November	Assessment process: upholding the rigor Assessor competencies

11. Financial Arrangements

To be borne by the APO

All assignment costs of overseas expert(s).

To be borne by participating countries

All local implementation costs.



Dr. Santhi Kanoktanaporn
Secretary-General