



## PROJECT IMPLEMENTATION PLAN

<b>PIP Issue Date</b>	7 November 2019
<b>Project Code</b>	19-IN-05-GE-CBD-C-02
<b>Title</b>	Certification Body Development Program: Development Project for the Malaysia Productivity Corporation as an APO Certification Body
<b>Reference</b>	Project Notification 19-IN-05-GE-CBD-C dated 4 July 2019
<b>Timing and Duration</b>	December 2019– May 2020 (six months)
<b>Venue</b>	Malaysia
<b>Implementing Organization(s)</b>	APO Secretariat and Malaysia Productivity Organization

## **1. Objectives**

This is a development program to assist the Malaysia Productivity Corporation (MPC) in complying with the requirements for a certification body (CB) operating the APO certification scheme. The program includes training and consultancy services to the MPC for establishing the structure, documentation, and procedures according to the APO requirements for a CB.

## **2. Background**

The MPC is mandated to spearhead the national productivity movement by focusing on human capital development and organization excellence. Since its incorporation in 1992, the MPC has repositioned itself to provide value-added information on productivity, quality, competitiveness, and best practices through research activities and databases; conduct reviews on regulations and promote Good Regulatory Practices to create a more competitive business environment; and nurture an innovative, creative culture for productivity and competitiveness through partnership programs. The overall goal is to ensure that Malaysia will become a high-income economy by sustaining productivity growth.

At the sectoral level, the MPC undertakes various initiatives to enhance organizational productivity and business performance, including training, business assessment, and recognition of productivity improvement efforts by enterprises. In 2015, the MPC set up its Recognition Management Department, which is responsible for managing certification, training, and consulting activities. Since its inception, more than 300 individuals have been certified as productivity leaders, practitioners, facilitators, and experts, while 250 firms registered as clients. With this background, the MPC plans to be accredited by the APO as a CB in productivity-related areas.

This CB development project will assist the MPC with the overall certification management system including the certification process, capacity building to enhance the competency of assessors and certification administrators, and documentation. It will ensure that the MPC is compliant with the requirements set by the APO to be a CB of productivity specialists.

## **3. Scope and Methodology**

### **Scope**

- 3-1. ISO: IEC 17024:2012 Conformity Assessment–General Requirements for Bodies Operating Certification of Persons;
- 3-2. APO-AB COP 001/2019 APO General Requirements for Certification Bodies: Certification of Persons Scheme; and
- 3-3. APO 101 Requirements for Productivity Specialists.

### **Methodology**

The development project will be divided into the following phases.

#### **Phase 1**

The first phase of the project will focus on developing the capacity of the MPC to operate as an APO CB. An APO resource person(s) will conduct the following:

- 1) One-day assessment of the capability of the MPC in providing individual certification and recommending a structure to operate the APO certification scheme;
- 2) One-day awareness training on ISO: IEC 17024:2012 Conformity Assessment–General Requirements for Bodies Operating Certification of Persons and APO-AB COP 001/2019 APO General Requirements for Certification Bodies: Certification of Persons Scheme;
- 3) Two-day awareness training on the APO 101 Requirements for Productivity Specialists; and
- 4) Two-day consultancy on preparing documentation required for the MPC to operate as an APO CB.

## **Phase 2**

After the training and consultancy in phase 1, the MPC will conduct a pilot project to certify the first batch of productivity specialists in compliance with the APO 101 Requirements for Productivity Specialists. A minimum of 10 persons will complete the process and obtain certification. The second phase of the project will focus on enhancing the capability of the MPC to implement the APO certification scheme. In this phase, the APO resource person(s) will provide the following assistance to the MPC:

- Five-day consultancy on conducting assessment of candidates applying for the APO 101 Requirements for Productivity Specialists.

## **Phase 3**

The third phase will strengthen the management system of the MPC in operating the APO certification scheme. The APO resource person(s) will conduct the following training and consultancy services:

- 1) Two-day internal audit training on the certification process and documentation; and
- 2) Two-day consultancy on accreditation assessment preparation.

## **Phase 4**

In the final phase, the APO Accreditation Body assessment team will conduct a two-day assessment to determine whether the MPC is in compliance with the requirements for an APO CB, including the documented quality system, record examination, and certification process.

## **Phase 5**

Subject to the report by the assessment team, the development project may end with phase 4 or continue. This will depend on the number of nonconformities and corrective actions to be taken by the MPC and recommendations by the assessment team.

If the projects continue, the APO resource person(s) will provide an additional three-day consultancy service to guide the MPC in resolving nonconformities.

It is expected that the MPC will be accredited by the APO Accreditation Body as an APO CB at the end of this development project. A ceremony recognizing the MPC as APO-accredited CB will be organized to promote the program nationwide.

## **4. Roles and Responsibilities**

### **MPC**

The MPC should assign a certification secretariat, committee, or team to work with the APO-assigned resource person(s). The secretariat, committee, or team will be responsible for coordinating the entire project and serving as the focal point between the APO Secretariat and resource person(s).

### **APO Secretariat**

The main responsibility of the APO Secretariat is to assign the resource person(s) to develop the program plan in close consultation with the MPC.

### **Resource Person(s)**

The role of the resource person(s) is to provide consultancy and training in the areas specified in phases 1, 2, 3, and 5.

## **5. Financial Arrangements**

### **To be met by the APO**

- a. All costs and expenses including airfare, honorarium, and daily subsistence allowance for the resource person(s) assigned to conduct consultancy and training for the MPC.
- b. Partial local implementation costs for organizing meetings/training/workshops during project implementation covering the meeting package including meeting room with training facilities and requisite stationery, material, and documentation (meals and translation/interpretation fees are not included in the meeting package).

The APO will meet a maximum of USD5,000.00 for the above costs in item b. The MPC will settle the entire account by providing all necessary bills and receipts issued by third parties to the APO after

completion of the entire project. The final applicable payment will be based on the actual expenditure and the completion of CB development project.

In the case of project withdrawal before completion, the APO will not be responsible for any reimbursement under item b.

**To be met by the MPC**

- a. Expenses for coordinating, implementing, and documenting during the CB development project.
- b. Partial local implementation costs for organizing meetings/training/workshops during the CB development project.



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