



## Asian Productivity Organization “The APO in the News”

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### **NPO inaugurates 5-day int'l programme on Lean Six Sigma**

#### *Staff Report*

ISLAMABAD: The National Productivity Organisation (NPO), Ministry of Industries in collaboration with Asian Productivity Organisation (APO) and World Confederation Productivity Sciences (WCPS) inaugurated a five-day international programme on Lean Six Sigma for service sector.

This five-day session is gathering international participants from 20 different countries with an objective to address the challenges of improving performance of service sector organisations through Lean Six Sigma applications.

Shahril Goh Fadhi from Malaysia was the main resource speaker. Rabia Jamil from NPO and Muhammad Idham from APO were the coordinators of the session. Fadhi while speaking about the topic said that customers of today are getting more verbal and don't accept just anything anymore. Adding further he said that customers do not accept being put on hold, especially not for weeks on end. They want the service fast and for a good price. Organisations have to adopt these developments in order to compete. Later Ms Jamil from NPO highlighted an important fact that service sectors are subject to shift to increasingly complex products and services.

Expressing on advantage of multi-country representation in this session, she expressed that problems the aims of Pakistani service sector aligns to all country's service sectors thus it is time to seek major problems and lead to a problem-solving process which can be implemented in all member states.

The objective of this course programme is to provide basic training in step-by-step application of the Lean Six Sigma methodology in the service sector and explain synergistic applications of combined lean management and Six Sigma for productivity. Due to its fundamental qualitative, Six Sigma has gained acceptance among practitioners not only in manufacturing but also in the service sector. In past APO has initiated a successful demonstration projects in few countries on the same subject, which reaffirmed the significance of Lean Six Sigma in improving the service of selected model companies. Based on the high interest in and importance of the Six Sigma to the service sector, the NPO has organised this training course that will enable not only international but also Pakistani participants from service sector who can understand and implement Lean Six Sigma in detail so that they can disseminate the knowledge gained to help their organisations. After attending the course, the participants are expected to apply Lean Six Sigma in their organisations and share the knowledge and experience gained with their colleagues for greater multiplier effect.