


## Quality awards for the public sector

**T**he APO Workshop on Quality Awards (QAs) for the Public Sector was hosted by SPRING Singapore, 27–30 October 2014. Seventeen participants from 13 member countries examined the framework, criteria, and application of QAs and their impact on the efficiency of public-sector organizations. Representatives of Inland Revenue of Singapore and the National Environment Agency explained how they achieved the highest commendations for public organizations by implementing good practices. Participants visited the Institute of Technical Education (ITE), winner of the 2011 Singapore Quality Award (SQA) with Special Commendation. Deputy CEO for Corporate Sabrina Loi outlined how the ITE had been transformed through organizational excellence. During her presentation, she stated that, “The destination is the journey,” given the ITE’s commitment to strengthening the Singaporean brand of vocational and technical education in the global community.

Participants also attended the 6th Business Excellence Global Conference on Productivity, Innovation and Growth that featured thought leaders in the areas of service, people, and innovation and master classes on Talent Management and Creativity in the Workplace. They were guests at the gala dinner for the annual Business Excellence Awards Presentation to honor win-

ners of the SQA. Resource person for both the conference and workshop Dr. Stefania Senese from the UN Department of Economic and Social Affairs spoke on the United Nations Public Service Awards that promote innovations and excellence in public service worldwide. Dr. Robin Mann, founder and chair of the International Best Practice Competition and chairman of the Global Benchmarking Network from the Centre for Organizational Excellence Research, Massey University, New Zealand, facilitated the workshop. Participants devised individual action plans covering the next six months to enhance award programs based on their workshop experience. 



*Participants concentrating on group exercises.*