



Business excellence training in Mongolia

Established more than 20 years ago, the Mongolian Productivity Organization (MPO) has the primary objectives of disseminating productivity and quality concepts, accelerating rapid economic development, increasing organizations' competitiveness, and improving social well-being. A variety of external and internal training courses are regularly organized by the MPO. One of the latest was the APO Technical Expert Service course on Business Excellence (BE), 22–26 September 2014, conducted by Principal Consultant Sunil Sahadevan of Quality Solutions, Singapore. It was a step toward a national quality award framework after the first BE project in 2011 for one of Mongolia's largest telecommunications companies, Mobicom LLC, conducted by experts from SPRING Singapore and PSB Corporation.

The course addressed all major aspects to give a thorough understanding of BE frameworks, the Singapore Quality Award (SQA) framework, BE scoring system, requirements of each category of the SQA framework, and preparations needed for BE assessment to be made. One of the main advantages of the training course was its scope, since it covered most major developing fields in Mongolia, as the 24 participants were executives, supervisors, project manag-

ers, and lecturers from organizations in telecommunications, education, logistics, energy, mass media (TV), entertainment, finance, consultancy, and food trading.

With the support of the APO and Center of Excellence on BE, the MPO will make additional efforts to promote and contribute to the BE movement in Mongolia with the identification of role model companies to act as demonstration companies in which BE projects can be implemented. 🔄

Contributed by MPO.



Participants of the APO Technical Expert Service course on BE. Photo courtesy of MPO.