

Program calendar

August

Sri Lanka

Training course on Improving the Managerial Skills of Entrepreneurs in Agribusiness SMEs, 3–10 August.

- ▶ Objective: To equip participants with the knowledge of productivity and management tools and techniques, as well as entrepreneurial skills for enhancing the performance of agribusiness SMEs and develop a training manual on the subject.
- ▶ Participants: Entrepreneurs of agribusiness SMEs, officers of SME development authorities, and representatives of agrifood industry associations/agricultural cooperatives, NPO consultants, and academia involved in agribusiness.

Republic of Korea

Multicountry observational study mission on Customer Relationship Management (CRM), 3–6 August.

- ▶ Objective: To observe the key concepts and priorities of CRM and related tools and techniques and examine the applicability of innovative Korean CRM practices for application in other Asia-Pacific countries.
- ▶ Participants: Outstanding graduates from the APO e-learning course on CRM in 2008, marketing executives and consultants, CRM managers, and university professors from relevant faculties.

Indonesia

Workshop on Knowledge Management (KM) for SMEs, 10–14 August.

- ▶ Objective: To discuss the relevance of KM and innovation in SMEs, explain the application of the APO KM framework and implementation approach for SMEs, and train participants in the methods, tools, and techniques of KM for SMEs.
- ▶ Participants: Chief executive officers/KM champions from SMEs practicing KM, KM consultants, heads of KM organizations and SME associations, KM researchers, and NPO consultants specializing in KM.

Workshop on Productivity Improvement Tools for Agribusiness SMEs: Managing Food Safety in the Dairy Industry, 10–14 August.

- ▶ Objective: To enhance the knowledge and develop the skills of participants in utilizing various productivity improvement tools and techniques in agrifood-processing businesses and familiarize them with food safety management tools and methodologies used in the dairy industry.
- ▶ Participants: Officers and staff of agribusiness enterprises or officers of industry associations, government agencies, NPO consultants, and academics involved in agribusiness or the dairy industry.

Singapore

Study meeting on Market Access for SMEs: Electric and Electronic Sector, 11–14 August.

- ▶ Objective: To identify challenges faced by SMEs in accessing markets, assess the impact on supply chains of complying with international regulatory standards, share experiences in overcoming challenges, and encourage the adoption of green manufacturing and business collaboration.
- ▶ Participants: Senior officials from national or regulatory agencies and industry associations and senior executives or managers of associations/chambers of commerce and private companies.

Pakistan

Training course for Energy Auditors, 17–21 August.

- ▶ Objective: To provide in-depth, application-oriented training in conducting energy audits in industries and buildings and create a pool of energy auditors.
- ▶ Participants: High-performing graduates from the APO e-learning course on Energy Auditing to be held in 2009.

Japan

Multicountry observational study mission on Quality Awards in APO Member Countries, 24–28 August.

- ▶ Objective: To disseminate the concept of centers of excellence as a benchmarking network and platform, observe practical management quality practices in Japan, introduce business excellence frameworks in enterprises, and provide an international perspective on business excellence.
- ▶ Participants: NPO officers or representatives of related organizations.