



Asian Productivity Organization “The APO in the News”

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GMHR's Presentation to APO Training of Trainers in Total Quality Management for SME's

The APO Background

The Asian Productivity Organization (APO) is the sole non-profit international organization in the Asia-Pacific devoted to productivity enhancement. Established in 1961 as a regional intergovernmental organization, the APO contributes to the sustainable socioeconomic development of the Asia-Pacific through productivity enhancement. The current membership comprises 20 economies. Three strategic directions guide the APO: strengthen NPOs and promote the development of SMEs and communities; catalyse innovation-led productivity growth; and promote Green Productivity. The main activities of the APO are capacity building of institutions and human resources development.

One of the methods to improve product or service quality in SMEs is through the implementation of TQM. TQM encompasses many aspects of operations beginning at the lowest level of the organization focusing on customers' requirements, delivering products and services satisfactorily to the system of production, and ensuring quality in all steps in the process. TQM has shown great success in SMEs. TQM looks at an organization as a "system" and incorporates improvement efforts to enhance the structure so that customer (both internal and external) needs are met and streamlined for cost-effective and service-oriented approaches.

GMHR, Mr Naveen Lakshmaiya presented to FEA's journey on achievement of TQM to 24 participants from 16 APO member countries. Question and answer session also followed.



GMHR answering questions in relation to our journey



GMHR presenting on FEA's TQM

First Aid/CPR | 25 - 26 May 2015 | Western
Category C Refresher | 26 - 29 May 2015 | Central
Category B Refresher | 25 - 26 May 2015 | Western



Quality is meeting and exceeding customer expectations" TQM philosophy

Training for a safer and productive workforce