



*Delegates from Sri Lanka at the APO Secretariat during the Individual-country Observational Study Mission on Quality Customer Service through Productivity Enhancement on 19 May. (L-R): National Productivity Secretariat Assistant Director (Training and Promotion) Aluthge Don Yashika Anandani; Bank of Ceylon Business Process Re-Engineering Project Chief Manager Thavamanydevi Mohanasundaram; APO Secretary-General Mari Amano; Bank of Ceylon Business Process Re-Engineering Project Senior Manager Jayakody Arachchige Lakshman Jayakody; Bank of Ceylon Uva Province Office Assistant General Manager Thennakoon Mudiyansele Thilekeratne Tennakoon; and APO Industry Department Director J.M. Thilaka Jayasundara.*



*Registrar Corp. Vice President David Lennarz giving a presentation at the APO-Registrar Corp. Seminar on US Food and Drug Administration Regulations for Japanese Manufacturers and Exporters of Food and Beverages, Tokyo, 20 May.*



*Demonstration of traditional hand-stretching of somen (wheat) noodles at the Ikeri Co. Ltd. factory in Miwa, Nara prefecture, during the multicountry observational study mission on Branding Local-specific Agricultural Products through the Use of Geographical Indications, 25–30 May, Japan.*