

Asian Productivity Organization

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PROJECT NOTIFICATION

9 June 2011

1. **Project Code:** 11-RP-29-GE-STM-B
2. **Title:** Study Meeting on Lean Management System in the Public Sector
3. **Duration & Timing:** Four days, 16–19 August 2011
4. **Venue:** Bangkok, Thailand
5. **Implementing Organization:** Thailand Productivity Institute (FTPI)
Address: 12th Floor, Yakult Building
1025 Pahonyothin Road, Phayathai
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6. **Number of Overseas Participants:** Up to 18 qualified participants from the Republic of China, India, IR Iran, Japan, Republic of Korea, Malaysia, Philippines, Singapore, and Vietnam. Other member countries with strong interest in this subject may also be considered.
7. **Number of Local Participants:** Up to six local participants
8. **Closing Date for Nominations:** 13 July 2011
9. **Objectives:**
The objectives of the study meeting are to:
 - a) Assess the status of lean management system implementation in the public sector in member countries; and
 - b) Develop the methodology and a roadmap for applications of lean management system in the public sector.
10. **Background:**
The APO Secretariat convened an Expert Group Meeting in Tokyo in February 2010 to discuss initiatives in public-sector productivity enhancement. The meeting identified

applicable tools and techniques for promoting public-sector productivity. Lean management was identified as one possible tool to be applied in this area. The meeting stressed the importance of enhancing the quality of services, increasing stakeholder satisfaction, and improving cost-effectiveness and transparency in the public sector.

In August 2010, the APO conducted a study mission to Canada to observe the best practices of the Canadian public sector. It was found that the key success factors were: 1) changing mindsets toward customer-oriented services; 2) in-depth collaboration between the federal and local governments; and 3) willingness at the top government level to champion and push through the necessary reforms.

This study meeting will identify the application of lean management in the public sector. The scope of the meeting will be: 1) central and local governments; 2) public service agencies (e.g., schools, libraries); and 3) public enterprises (e.g., railways, postal services, utilities). Participants will exchange best practices and examine the opportunities and challenges for its implementation in the public sector among member countries. The meeting will also develop the methodology and a roadmap for the application of lean management in the public sector for further APO initiatives.

11. Scope and Methodology:

Scope:

- Lean management system in central and local governments;
- Lean management system in public service agencies (e.g., schools, libraries); and
- Lean management system in public enterprises (e.g., railways, postal services, utilities).

Methodology:

Lectures, country presentations, and group discussions

12. Qualifications of Participants:

Public-sector officials or academics, researchers, and consultants engaged in lean management and public-sector productivity enhancement.

13. Financial Arrangements:

a) To be borne by the APO

- i) All assignment costs of overseas resource persons; and
- ii) Round-trip economy-class international airfare for all overseas participants between the nearest international airport from the place of work and Bangkok by the most direct route. All participants are encouraged to purchase discounted economy-class tickets (IATA PEX, ZONE PEX, or other applicable discount schemes). It should be noted that no additional per diem allowances will be provided due to early arrival, delayed departure, rerouting of tickets, or any other reason whatsoever.

b) To be borne by the host country (Thailand)

- i) Expenses for hotel accommodations for 18 overseas participants for up to five days;
- ii) Per diem allowances for 18 overseas participants at the rate to be prescribed later for up to five days; and
- iii) All other local implementation costs.

- c) To be borne by the participants or participating countries
- i) All participants should be fully insured against accident and illness (including hospitalization) for the principal sum of US\$10,000 for the entire duration of the project and travel, and must submit to the APO before participation a copy of the comprehensive travel insurance certificate valid in the Thailand. The cost of such insurance will be borne by the participant or participating country. This insurance requirement is in addition to existing government insurance coverage in some member countries. If any participant is unable to insure himself/herself as stipulated above, he/she should secure this insurance in the host country at the commencement of the project and pay the premium himself/herself. ***Neither the APO nor the implementing organization will be responsible for any eventuality arising from accident or illness.***
 - ii) Any expenses incurred by participants for stopovers on the way to and from the project venue or for extra stay at the project venue before and/or after the official project period due to early arrival, late departure, or any other reason whatsoever.
 - iii) Any expenses related to visa fees and airport taxes.

14. Actions by Member Countries:

- a) Nomination of candidates
- i) Member countries are requested to nominate up to two candidates in accordance with item 12 above. The key criterion for selection is whether their qualifications and work experience match the nature of the project. Nonselection of candidates is not a reflection on their competence.
 - ii) Member countries are also requested to inform the Secretariat as soon as possible if they do not wish to participate in the meeting, so that vacancies thus created can be allocated to other member countries.
 - iii) Nominations, accompanied by the candidate's biodata on the APO standard form in duplicate along with a passport-sized photograph and the Medical and Insurance Declaration/Certification Form, should reach the Secretariat **no later than 13 July 2011**. The biodata form is available on the APO website. Downloading information is also available from www.apo-tokyo.org. If a digital photograph is not submitted electronically, a hard-copy photograph should be sent to the APO Secretariat by postal mail, with the candidate's name and project code clearly marked on the back. NPOs are encouraged to submit their nominations in electronic form.
 - iv) Every candidate must complete and submit a copy of the APO Medical and Insurance Declaration/Certification Form with his/her biodata at the time of nomination. Please note that self-declaration is sufficient for candidates without any of the health conditions or illnesses enumerated on the reverse side of the medical form. However, for all others, medical certification by a recognized physician on the reverse side of the medical form is required.
 - v) Accepted participants should be advised not to bring family members or engage in any private business activity during the entire duration of the project. Further, they should be requested to inform the APO promptly of their inability to participate and the reason for last-minute withdrawal.

b) Preparation of country papers

Participants officially accepted by the APO are required to prepare country papers for which the guidelines will be forwarded later.



Ryuichiro Yamazaki
Secretary-General