



PROJECT NOTIFICATION

24 January 2019

1. **Project Code** 19-IN-39-GE-TRC-A
2. **Title** Development of Public-sector Productivity Specialists (APO Certified Public-sector Productivity Specialists)
3. **Timing and Duration** 22–26 July 2019 (five days)
4. **Venue** Bangkok, Thailand
5. **Implementing Organization** Foundation for Thailand Productivity Institute (FTPI)
Address: 12-15th Floor Yakult Building
1025 Pahonyothin Road, Phayathai
Phayathai, Bangkok 10400, Thailand
Phone: (66) 2-619-5500
Fax: (66) 2-619-8099
Website: www.ftpi.or.th
6. **Number of Overseas Participants** Up to 18 qualified participants
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 2 May 2019

9. Objectives

The objective of this course is to enhance the governance effectiveness and future-readiness of public sectors in the region by improving the competencies of productivity practitioners to upgrade their theoretical and practical knowledge of productivity improvement strategies for public-sector organizations. In particular, this course aims to:

- a. Train the trainers with the concepts, approaches, tools, and techniques that will develop their competencies as productivity specialists in the public sector;
- b. Develop the skillsets required for participants to become APO-certified public-sector specialists; and
- c. Certify participants as trainers on public-sector productivity after the certification requirements are fulfilled.

10. Background

In view of the growing recognition of the important role of public-sector organizations in national development and competitiveness, the APO launched a series of public sector-related projects to address the needs of member countries beginning in 2009, which led to the development the APO Public-sector Productivity Program Framework in 2012. To assist public

managers in improving their own governments and individual public-sector organizations, a Course Manual on Developing Productivity Specialists in the Public Sector through the Center of Excellence on Public-sector Productivity was developed. It was envisioned that the manual would be utilized as a reference in conducting capacity-building initiatives and developing and certifying productivity specialists for the public sector in member economies.

One of the main goals of the APO Vision 2020 is to achieve brand recognition as the leading international organization on productivity enhancement. This certification program therefore is one capability development program under the new APO business model to achieve the roadmap goals. Recognizing the competence of individuals through certification in the field of public-sector productivity after they attend a face-to-face APO training course will promote brand awareness, cultivate a community of experts, and strengthen APO leadership in the field.

This program is divided into two parts: 1) training of participants in the competencies needed; and 2) the certification process in which participants must meet specific requirements after the training to become certified. As a preparatory course for certification, participants must undergo the following stages.

Stage 1: Attending the entire program and passing the final examination conducted at the end of the course.

Stage 2: Participants are requested to carry out productivity improvement assignments in their countries within six months after training course completion. APO faculty members will provide mentoring and coaching to guide participants in preparing project reports. Participants submit project reports to the APO Secretariat for review. If the reports meet the requirements, certificates valid for three years are issued to successful candidates as certified specialists for the public sector.

NPOs are requested to nominate professionals who are expected to work as productivity specialists for the public sector. It is mandatory for participants to submit productivity improvement project reports after completing the training course to proceed to the next level of the certification process as explained above.

11. Scope and Methodology

The following 11 tentative modules are to be covered:

- Public-sector Productivity and the APO Public-sector Productivity Framework;
- Tools for Improving Organizational Productivity;
- Citizen-centered Service;
- e-Government;
- Regulatory Reform;
- Performance Management;
- Measuring Public-sector Productivity;
- Leadership for Performance Improvement;
- Collaboration for Performance Improvement;
- Change Management; and
- Developing a Productivity Improvement Plan and Mentoring and Certification Process.

The program will consist of lectures, presentations, workshops, exercises, and field visit.

The tentative program of the training course is given below:

Date/Time	Activity
Sun., 21 July 2019	Arrival of participants in Bangkok
Mon., 22 July	Opening program Course overview Resource person presentation on modules: <ul style="list-style-type: none"> - Public-sector Productivity and the APO Public-sector Productivity Framework - Tools for Improving Organizational Productivity
Tues., 23 July	Resource person presentation on modules: <ul style="list-style-type: none"> - Citizen-centered Service - e-Government - Regulatory Reform
Wed., 24 July	Resource person presentation on modules: <ul style="list-style-type: none"> - Performance Management - Measuring Public-sector Productivity - Leadership for Performance Improvement
Thurs., 25 July	Site Visit and Resource person presentation on modules: <ul style="list-style-type: none"> - Collaboration for Performance Improvement - Change Management
Fri., 26 July	Resource person presentation on module: <ul style="list-style-type: none"> - Developing a Productivity Improvement Plan and Mentoring and Certification Procedures Final examination Closing ceremony
Sat., 27 July	Departure of participants

12. Qualifications of Candidates

The participants are expected to possess the following qualifications:

Present Position	Professionals from NPOs or associated management consultants assigned by NPOs for public-sector productivity. (Note: Participants must be committed to carrying out productivity improvement assignments in their countries within six months after training course completion with the guidance of APO faculty members to qualify for the certification program.)
Experience	At least three years in the position described above.
Education	University degree or equivalent qualification from a recognized university/institution.
Language	All proceedings of the project are conducted in English, and participants are frequently required to make oral and written presentations. They must therefore be proficient in spoken and written English. Those who are not proficient in English will not be accepted.

Health	Physically and mentally fit to attend an intensive project requiring participants to complete a number of individual and group activities, long hours of course daily work, and strenuous fieldwork. It is therefore recommended that member countries do not nominate candidates likely to suffer from physical and mental stress.
Age	Candidates who fit the above profile are typically between 30 and 50 years of age.
Attendance	Participants are required to attend the entire program.

13. Financial Arrangements

a. Airfare

The APO will bear the cost of round-trip economy-class international airfare between the international airport nearest to the participants' place of work and Bangkok, Thailand.

The APO will only reimburse discount air tickets for the most direct route. Participants should note that the arrangements for the purchase of air tickets should follow the "Guide on Purchases of Air Tickets for APO Participants," which will be sent to the selected participants and is also available on the APO website and from APO Liaison Officers in member countries.

b. Participating Country Expenses (PCEs)

PCEs payable to the APO do not apply to organizations in any of these categories:

- a. SMEs;
- b. Nonprofit organizations; and
- c. Any organization from the APO list of LDCs.*

**As of 7 July 2006, the APO list of LDCs comprised Bangladesh, Cambodia, Fiji, Lao PDR, Mongolia, and Nepal.*

c. Insurance Coverage

Participants' insurance premiums: All participants should be fully insured against accident and illness (including hospitalization and death) for a principal sum equivalent to USD10,000.00 for the entire duration of the project and travel and must submit to the APO Secretariat a copy of the comprehensive travel insurance certificate before participation. Such insurance should be valid in the host country. This insurance requirement is in addition to existing government insurance coverage in some member countries. Please be informed that insurance cannot be obtained after arrival in Bangkok. Neither the APO nor the implementing organization will be responsible for any eventuality arising from accident, illness, acts of war, force majeure, or any unexpected events beyond human control such as those related to natural disasters.

d. Cost Sharing

Subject to the conditions stated in the Financial Arrangements section, the following table shows the cost-sharing arrangements between the APO, host country, and participants or participating countries.

Cost item	Cost to be borne by		
	Participants or participating countries	Host country	APO
Round-trip economy-class international airfare (refer to paragraph 13a for conditions)	No	No	Yes
Participating Country Expenses (PCEs) (refer to paragraph 13b)	USD50 per participant	No	No
Hotel accommodation in Bangkok	No	Yes	No
Per diem allowance in Bangkok	No	Yes	No
Transportation costs to and from hotel and airport in Bangkok	No	Yes	No
Insurance coverage in Thailand (refer to paragraph 13c)	Yes	No	No
Any expenses related to visa fees and airport taxes	Yes	No	No
All expenses incurred by participants for any reason including but not limited to: a. Stopovers b. Extension of stay c. Early arrival or late departure d. Flight cancellation	Yes	No	No
Any cancellation charges for expenses such as airfare and accommodations incurred by the APO or host country after issuance of Letters of Acceptance	Yes	No	No
Assignment costs of international resource persons	NA	No	Yes
Assignment costs of local resource persons	NA	Yes	No
All local implementation costs including but not limited to: a. Meeting rooms b. Documentation c. Preparatory costs	NA	Yes	No

14. Actions by Member Countries

- a. Each participating country is requested to nominate three or more candidates in the order of preference. Please ensure that candidates nominated meet the qualifications specified under section 12 above.
- b. No form of self-nomination will be accepted. All nominations must be endorsed and submitted by an APO Director, Alternative Director, Liaison Officer, or their designated officer.
- c. Please note that nomination of a candidate does not necessarily guarantee that he/she will be selected. Selection is at the discretion of the selection committee of the APO Secretariat.

A basic criterion for selection is the homogeneity of the participants in terms of qualifications and work experience. Nonselection therefore does not mean that the candidates concerned are not competent enough. Sometimes candidates are not selected because they are overqualified for a project.

- d. Each nomination should be accompanied by the necessary documents. A nomination lacking any of these documents may not be considered: two copies of the candidate's biodata on the APO biodata form together with a passport-sized photograph. The biodata form can be downloaded from the APO website (www.apo-tokyo.org). We encourage submitting the biodata form to the APO Secretariat in electronic form as an attachment to a cover e-mail message from the APO Director, Alternate Director, or Liaison Officer. The nomination documents should be sent to the Industry Department, APO Secretariat (e-mail: meshita@apo-tokyo.org, fax: 81-3-5840-5324).
- e. The APO Medical and Insurance Declaration/Certification Form. 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 health conditions or illnesses listed on the reverse side of the medical form. However, for all others, medical certification by a licensed physician on the reverse side of the medical form is required.
- f. Necessary documents are to be submitted electronically. In that case, there is no need to send a hard copy by postal mail. However, if the documents are submitted by fax, member countries are requested to mail the originals of the documents to the APO Secretariat as well. If a digital photograph of a nominee is not attached to the electronic biodata form, a hard-copy photograph should be sent to the APO Secretariat by postal mail. Please give the candidate's name and the project code on the reverse side of the photograph.
- g. Member countries are requested to adhere to the nomination deadline given on page 1. The APO Secretariat may not consider late nominations as they have in the past resulted in considerable difficulties to the implementing organization in its preparatory work for the project.
- h. For member countries where nominations are required to be approved by higher government authorities and require a longer time, APO Liaison Officers/NPOs are urged to send the names of nominees on or before the deadline, indicating that government approval will follow.
- i. If a selected participant becomes unable to attend, he/she should inform the APO Liaison Officer/NPO in his/her country immediately and give the reason for withdrawal. The NPO concerned is requested to transmit that information to the APO Secretariat and the host country promptly.
- j. NPOs are requested to inform the selected participants that they are not to bring family members or to engage in any private business activities during the entire duration of the project.
- k. Each selected participant should be instructed to arrive at the venue one day before the start of the official project. Also, he/she is expected to return home upon completion of the official project because he/she is visiting the host country for the specific purpose of attending this APO training course.

- l. NPOs should inform participants that they must attend all five days of the project.
- m. NPOs should assist the APO and/or host country in collecting amounts corresponding to cancellation charges arising from withdrawal or no-show of a participant.

15. Actions by the APO Secretariat

- a. Under normal circumstances, candidates who are selected will be informed of their acceptance at least four weeks prior to the start of the project.
- b. If some candidates fail to qualify or be unable to participate after selection, or if some member countries fail to nominate any candidate, their slots may be filled by alternates from the same or another member country on a merit basis.

16. Project Preparation

The participants are required to prepare a project plan prior to departure for the project venue. In preparing the plan, they are expected to follow the “Guidelines for the Preparation of Project Proposals” to be provided later.

17. Postproject Actions

Please refer to the requirements explained in the stage 2 paragraph under item 10. Background.

18. Evaluation of Participants

If the conduct/attendance/performance of a participant is not satisfactory, these will be reported to the APO director concerned.

19. Guide for Participants

Other conditions for participation are given in the *APO Guide for Participants*, which is available from APO Liaison Officers/NPOs in member countries and on the APO website (www.apo-tokyo.org).

20. Dress Code

Participants are required to wear business attire during the project. Other instructions will be provided in the circular for participants.



Dr. Santhi Kanoktanaporn
Secretary-General

