



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

19 January 2015

1. **Project Code** 15-IN-32-GE-WSP-B
2. **Title** Workshop on Customer Satisfaction (CS) Measurement and CS Index Development for the Service Industry
3. **Timing and Duration** 8–12 June 2015 (five days)
4. **Venue** Taipei, Republic of China
5. **Implementing Organization** China Productivity Center
2F., No. 79, Sec. 1, Xintai 5th Rd., Xizhi Dist.
New Taipei City 221, Republic of China
Phone: 886-2-2698-2989
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e-Mail: 1391@cpc.org.tw
6. **Number of Overseas Participants** Up to 18 qualified overseas participants from Fiji, India, Indonesia, IR Iran, Japan, ROK, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand, and Vietnam. However, other member countries with special interest in this project may nominate candidates upon consultation with the APO Secretariat.
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 10 April 2015
9. **Objectives**
 - a. To review and discuss CS measurement for the service industry;
 - b. To develop a CS index to establish specific targets and goals for assessing overall performance in the service sector; and
 - c. To provide a platform for sharing the status, best practices, and successful models of CS measurement for the service industry in member economies.
10. **Background**

The service industry plays a vital role in a country's economic growth. Thus, the promotion of productivity in the service industry is crucial to sustain economic growth. As part of the APO's strategic direction to strengthen the service sector in member countries, it has been conducting courses on service-sector innovation and customer relationship management, ICT, KM in the service sector, best practices in service excellence, etc. through e-learning and in face-to-face projects.

There has been increasing demand from participants and NPOs for methods to measure customer satisfaction levels in the service industry. This would enable NPOs to analyze national-level CS and its trends. Some member economies have already initiated and promoted CS measures and CS indexes for the service industry at national level. This is critical for the long-term competitiveness and profitability of organizations at the firm and macro levels. This workshop will provide participants with opportunities to learn the principles, methods, and models of CS measurement in the USA, Europe, and APO member countries. At the end of this workshop, the participants are expected to prepare their own CS measurement model and index for the service industry in their countries.

11. Scope and Methodology

Scope

- a. Best practices of CS measurement;
- b. CS measurement principle, method, and models; and
- c. CS index development and opportunities for application in the service industry.

Methodology

Presentations by experts, country paper presentations, group discussion, observational site visits, and action plan development.

The tentative program of the workshop is given below:

Date/Time	Activity
Sun., 7 June 2015	Arrival of participants in Taipei
Mon., 8 June	Opening session, course overview, presentations
Tues., 9 June	Presentations
Wed., 10 June	Observational site visits
Thurs., 11 June	Country paper presentations and group discussion
Fri., 12 June	Action plan presentation and summing-up and closing session
Sat., 13 June	Departure of participants from Taipei

12. Qualifications of Candidates

The participants are expected to possess the following qualifications:

Present Position	Executives or managers of service-related SMEs or NPO consultants dealing with CS measurement and CS index
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development for the service industry.

Experience	At least five years of experience in the service sector.
Education	Preferably a university degree or higher qualification.
Language Proficiency	Proficiency in written and spoken English is essential for this intensive, interactive program. Those who are not proficient in English should not apply.
Health	Physically and mentally fit to attend an intensive program entailing strenuous travel and several plant/field visits.
Age	Candidates who fit the above profile are typically between 35 and 55 years of age.
APO Certificate	Participants are required to attend the entire workshop to receive the APO certificate of attendance.

13. Financial Arrangements

To be borne by participants or participating countries

- a. Participants' insurance premiums: All participants should be fully insured against accident and illness (including hospitalization and death) for a principal sum equivalent to US\$10,000.00 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. 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, if necessary, from the per diem allowance provided. Neither the APO nor the implementing organizations will be responsible for any eventuality arising from accident or illness.
- b. Any expenses related to visa fees and airport taxes.
- c. Any expenses incurred by participants for stopovers on the way to and from the project venue as well as for extra stay at the project venue before and/or after the official project period because of early arrival or late departure, for example, due to either limited available flights or any other reason.

To be borne by the host country

- a. Per diem allowances and hotel accommodations for up to 18 overseas participants for up to six days at the rate to be specified later.
- b. Assignment costs for local resource persons.

- c. All local implementation costs.

To be borne by the APO

- a. All assignment costs of overseas resource persons.
- b. Round-trip economy-class international airfare by the most direct route between the international airport nearest to the participants' place of work and Taipei. As far as practicable, all participants should purchase discount tickets. Please 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. It is also available on the APO website and from APO Liaison Officers in member countries.

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 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: ind@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, the 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 workshop.
- l. NPOs should inform participants that they must attend all five days of the project to qualify for the certificate of attendance.

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 paper prior to departure for the project venue. In preparing the paper, they are expected to follow the "Guidelines for the Preparation of Country Papers" to be sent later.

17. Postproject Actions

All participants are required to prepare action plans and share the plans with their NPOs. The APO will also request participants to submit progress reports six months after completion of the workshop.

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).



Mari Amano
Secretary-General