



PROJECT NOTIFICATION

9 November 2018

1. **Project Code** 19-IN-41-GE-TRC-A
2. **Title** Training of Trainers on Smart Service and Technology for the Health Sector
3. **Timing and Duration** 22–26 April 2019 (five days)
4. **Venue** Jakarta, Indonesia
5. **Implementing Organization** Directorate of Productivity Development, Directorate General of Training and Productivity, Ministry of Manpower, Republic of Indonesia
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Jakarta Selatan, Indonesia
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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** 22 February 2019
9. **Objectives**
 - a. To familiarize participants with the latest smart service models and technologies in the era of Industry 4.0 and their impact on the health sector;
 - b. To disseminate knowledge of advanced smart service, technologies, and future trends in for accelerated productivity growth and competitiveness in the health sector; and
 - c. To develop a pool of trainers on smart service in the health sector.

10. Background

The Economist reported that the healthcare industry in Asia has the biggest potential for growth. With more than half of the world population living on this continent and backed by factors such as rising incomes and spending power, greater awareness of healthy lifestyles, and aging populations, the need to receive better health treatment has increased. At the same time, people are also demanding better service provision and quality. Therefore, a transformation of the entire healthcare ecosystem is required, from pharmaceuticals to makers of health devices, and from insurance companies to hospital chain operators. One of the greatest transformations will be the merger of healthcare and technology, be it home healthcare, home monitoring, or wearable devices. The use of smart technology such as

smartphones, connected medical accessories, and health-related apps has increased in the past two years. Consumers, especially the millennial generation, prefer to monitor and diagnose their health anytime, anywhere through mobile apps. Overall, this could improve the service quality of healthcare organizations by squeezing out administrative waste, reducing costly errors, and managing chronic conditions better.

Industry 4.0 as a key supplier of cyberphysical production systems is attracting great interest worldwide. It has inspired the establishment of cooperation across industries and economies to connect complementary initiatives. Industry 4.0 integrates manufacturing and service with state-of-the-art smart technology linked to logistics processes between different companies in order to optimize material flows and respond flexibly to changing customer needs and market conditions.

The APO has been undertaking programs that promote the use of smart technology given its positive impact on sustainable productivity and the economy as a whole. Advances in smart technology in the era of Industry 4.0 have given rise to multimedia and online phenomena that hold great promise for productivity enhancement, especially in the service sector. The use of smart technology in the service sector has been increasing rapidly and recent advances, especially in software, have made the service sector a hotbed of innovation and technological progress.

Against this background, this training-of-trainers course is being organized to discuss the effects of smart technology on health-sector productivity and analyze the current health-sector productivity policies of APO members. Participants will also have opportunities to learn more about cutting-edge smart service and technologies and share information on future trends in smart service and technology for the health-sector productivity improvement.

11. Scope and Methodology

Scope

- a. Understanding the Industry 4.0 phenomenon and its impact on lifestyles and the health industry;
- b. Learning about smart services and technologies in the health sector which can be effective in responding to the Industry 4.0 phenomenon;
- c. Sharing best practices on innovative smart services and technologies for the improvement of health-sector productivity; and
- d. Discussing productivity improvement initiatives in the health sector as well as emerging and future trends impacting the healthcare sector in member countries.

Methodology

Resource speaker presentations, sharing of best practices and success stories, study visits, group discussion, and presentation of individual action plans.

The tentative program is given below:

Date/Time	Activity
Sun., 21 April 2019	Arrival of participants in Jakarta
Mon., 22 April 2019	Opening session Resource speakers' presentations on the overall concept of Industry 4.0 and issues, challenges, and emerging trends in the

	healthcare sector
Tues., 23 April 2019	Resource speakers' presentations on smart service and technologies and their impact on the health sector in the era of Industry 4.0
Wed., 24 April 2019	Country paper presentations on best practices and success stories of innovative smart service and technologies in the health sector
Thurs., 25 April 2019	Study visits to benchmark against relevant health-sector organizations
Fri., 26 April 2019	Group discussion on study visits and learning points, preparation of individual action plans, and summing up Closing session
Sat., 27 April 2019	Departure of participants

12. Qualifications of Candidates

The participants are expected to possess the following qualifications:

Present Position	Government officials who are trainers in the service/health sector and consultants or trainers from NPOs or consulting firms providing productivity improvement consultancy and training for the service/health sector.
Experience	Preferably five to 10 years of experience in a related field.
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 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 35 and 50 years of age.
APO Certificate	Participants are required to attend the entire program to receive the APO certificate of attendance.

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 Jakarta, Indonesia, from 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.*

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. 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 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)	Conditions apply	No	Conditions apply

Cost item	Cost to be borne by		
	Participants or participating countries	Host country	APO
Participating Country Expenses (PCEs) (refer to paragraph 13b)	USD50 per participant	No	No
Hotel accommodation in Jakarta	No	Yes	No
Per diem allowance in Jakarta	No	Yes	No
Transportation costs to and from hotel and airport in Indonesia	No	Yes	No
Insurance coverage in Indonesia (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

- 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.
- 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.
- 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: 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, 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 short 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 provided later.

17. Postproject Actions

All participants are required to prepare action plans and share the plans with their NPOs. Participants must also submit a report summarizing a training program that they conducted following the action plan to the APO and NPOs within six months after project completion.

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

