



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION ADDENDUM

27 October 2015

1. **Project Code** 15-IN-15-GE-TRC-B
2. **Project Title** e-Learning Course on Business Excellence for the Service Industry
3. **Addendum No.** 1
4. **Reference** 15-IN-15-GE-TRC-B: Project Notification dated 8 July 2015
5. **Details**

The participation of Pakistan will be changed from Session 1 (9–12 November 2015) to Session 2 (14–17 December 2015).

Venues:

Session 1: 9–12 November 2015

Bangladesh, IR Iran, Philippines, Sri Lanka, and Vietnam

Session 2: 14–17 December 2015

Cambodia, Fiji, India, Indonesia, Malaysia, Mongolia, Nepal, and Pakistan

Other terms and conditions as specified in the Project Notification dated 8 July 2015 remain unchanged.

Mari Amano
Secretary-General



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

8 July 2015

- 1. Project Code** 15-IN-15-GE-TRC-B
- 2. Title** e-Learning Course on Business Excellence for the Service Industry
- 3. Timing and Duration** Session 1: 9–12 November 2015 (four days)
Session 2: 14–17 December 2015 (four days)
- 4. Venues** Session 1: Bangladesh, IR Iran, Pakistan, Philippines, Sri Lanka, and Vietnam
Session 2: Cambodia, Fiji, India, Indonesia, Malaysia, Mongolia, and Nepal
- 5. Implementing Organizations** APO Secretariat and the following NPOs:
 - Session 1**
 - Bangladesh: National Productivity Organisation, Dhaka
 - IR Iran: National Iranian Productivity Organization, Tehran
 - Pakistan: National Productivity Organization, Islamabad
 - Philippines: Development Academy of the Philippines, Manila
 - Sri Lanka: National Productivity Secretariat, Colombo
 - Vietnam: Vietnam National Productivity Institute, Hanoi
 - Session 2**
 - Cambodia: National Productivity Centre of Cambodia, Phnom Penh
 - Fiji: National Training & Productivity Centre, Fiji National University, Suva
 - India: National Productivity Council, New Delhi
 - Indonesia: Ministry of Manpower and Transmigration, Jakarta
 - Malaysia: Malaysia Productivity Corporation, Petaling Jaya
 - Mongolia: Mongolian Productivity Organization, Ulaanbaatar
 - Nepal: National Productivity and Economic Development Centre, Kathmandu
- 6. Number of Participants** More than 20 from each participating country
- 7. Closing Date for Nominations** Session 1: 9 October 2015
Session 2: 13 November 2015

(Note: To maximize project benefits, the local venue [city and/or videoconferencing center] may change depending on the level of interest, participant type, and suitability of the venue as advised by the NPO.)

8. Objectives

To expand awareness of business excellence (BE), promote the adoption of the BE framework standards and integration into core business strategies in the service sector, and share and exchange information on and experience in best practices in BE adoption in the service sector.

9. Background

BE is not an initiative. BE is a management philosophy based on performance improvement and surpassing stakeholder expectations. Its set of core values and concepts has over time delivered success for many organizations through its focus on achieving excellence in important factors including leadership, strategy, customer focus, information management, people, and processes. BE may be applied to boost performance in most organizations, from SMEs to large corporations, in both the private and public sectors.

In 2009, SPRING Singapore was designated by the APO as its Center of Excellence (COE) on BE to assist other member countries to develop and strengthen their BE efforts. The COE on BE conducted a series of activities including research, sharing of best practices, building competencies of BE experts, and transferring knowledge to other member countries. More recently, the APO and COE have sent BE experts to member countries to help develop their strategy for BE development for the public sector.

This e-learning course will support service-sector organizations in adopting the BE framework and strengthen current capabilities to become more productive. The program intends to assist service-sector organizations in introducing simple self-assessment tools and introduce best practices of BE applications in the service industry.

10. Modality of Implementation

This course is offered using the APO's own videoconferencing platform. Appropriate videoconferencing centers in participating countries will be used for this purpose. Professional experts will conduct the e-learning course in two sessions as described above. Each participating country team will be led by a local coordinator. On the last day, a written assessment test will be conducted to test the participants' learning from the course.

11. Scope and Methodology

Scope:

- a. Introduction of the overall BE framework (concepts, tools, and methodologies);
- b. Best examples of key BE applications and case studies of leading BE organizations; and
- c. Site visit(s) and group discussion.

Methodology:

Online lectures and presentations, field visit(s), group discussions, group presentations, and assessment test.

The tentative program is given below:

Date	Activity
Day 1	Opening session and presentations by resource speakers
Day 2	Presentations by resource speakers
Day 3	Site visit(s), group discussion
Day 4	Country presentations on field visit(s), summing-up session, course evaluation, and examination

12. Qualifications of Candidates

The participants are expected to possess the following qualifications:

Present Position	Staff and managers from the service sector or BE practitioners and consultants dealing with service-sector organizations. (At the end of the e-learning course, an assessment test will be conducted. NPOs are requested to nominate individuals who are interested in attending the entire course.)
Experience	At least two years of experience in a related field.
Education	University degree or equivalent qualification from a recognized 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 not nominate candidates likely to suffer from physical and mental stress.
Age	Candidates who fit the above profile are typically between 30 to 50 years of age.
APO Certificate	Participants are required to attend the entire program to receive the APO certificate of attendance.

13. Financial Arrangements

To be borne by the APO

- a. All assignment costs for resource persons to prepare presentation materials and deliver presentations.
- b. Rental and other charges of the videoconference systems in participating countries.
- c. Honoraria for national coordinators designated by NPOs and transportation costs for field visits, if necessary.

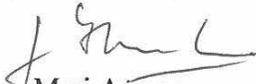
To be borne by participating countries

All other local implementation costs not covered by the APO.

14. Actions by Participating Member Countries

- a. Each participating country is requested to nominate more than 20 participants and submit a list in the format to be provided by the Secretariat later. The list of participants from each participating country must be finalized and sent to the APO Secretariat one week before the course begins. Please ensure that candidates nominated meet the qualifications specified above.
- b. Each participating country will identify an appropriate local coordinator. The coordinator will moderate group discussions among the participants during the training course in consultation with the NPO and chief resource persons identified by the APO Secretariat. The group discussions will include experience sharing, views of participants on BE in the service

industry, and review of e-learning sessions. The coordinator will also make all necessary arrangements with the local videoconferencing center prior to commencement of the e-learning course to ensure that the facility is ready for the sessions.



Mari Amano
Secretary-General