



PROJECT NOTIFICATION

23 January 2018

1. **Project Code** 18-IN-70-GE-RES-A
2. **Title** APO Productivity Practitioners Certification Management System
3. **Timing and Duration** Throughout the year
4. **Venue** APO Secretariat
5. **Implementing Organization** APO Secretariat
6. **Objectives**
 - a. To develop an accreditation body within the Secretariat which will perform as a regular assessor of authorized training providers of APO certification courses to ensure that they conform with the standards and procedures;
 - b. To review and develop the certification course standard guidelines, program contents, trainer's manuals, and methods for the assessment and evaluation of project reports;
 - c. To study the feasibility of developing an APO Sustainable Productivity Award (SPA) Program consisting of the development of assessment criteria and assessors' training courses; and
 - d. To manage and operate effectively the certification and award programs offered by the APO.

7. Background

Over the years, the APO has organized numerous training courses to enhance the capability and expertise of productivity professionals either from national productivity organizations (NPOs) or relevant organizations in member countries. The trained individuals are expected to become experts to lead productivity and quality improvement programs at organizational and national levels. To validate their competency and skills, some member countries expressed the desire for the APO to develop a certification/accreditation system. This will also gain global recognition and raise the visibility of the APO as a leading international productivity organization by 2020.

The APO first launched a pilot certification program in 2015. An annual core course, the Development of Productivity Practitioners (DPP: Basic and Advanced), was chosen as the prerequisite for the certification program. Participants need to undergo three stages, consisting of self-learning e-courses, face-to-face courses, and their own project implementation. Each participant is given six months to implement a project and submit a

project report. In 2017, the APO added the Training of Trainers in Green Productivity to the Certification Program list.

Specifically, the APO Certification Program aims to:

- a. Develop and certify a pool of productivity practitioners in APO member countries including ongoing professional development practices to ensure continuous competency and relevancy of skills in this area;
- b. Facilitate increased productivity among organizations, especially SMEs, and enhance their competencies by ensuring that quality service and process capabilities can be offered by qualified productivity practitioners and experts;
- c. Promote APO-certified productivity practitioners as a brand of competent, reliable professionals who can assist companies, organizations, and stakeholders in implementing improvement programs and achieving higher productivity in their operations; and
- d. Enhance the capacity and reputation of NPOs as APO-approved training providers and strategic partners in developing productivity practitioners and strategic planning specialists in member countries.

Considering the need to develop more certified courses and the importance of creating larger pools of APO-certified experts, it is timely for the APO to escalate its role from a training provider to an accreditation body. Through various schemes under the Development of NPOs Program and other relevant training courses to enhance the capacity building of NPOs, it is assumed that most NPOs in member countries are now able to conduct APO certification courses such as DPP: Basic and Advanced and Training of Trainers in Green Productivity. The APO will continue to support NPOs by developing standard guidelines, program contents, and training manuals. If some NPOs need to develop more trainers, the APO will assist in this through in-country programs. This will help ensure that all certification courses, trainers, and training providers conform with APO standards.

In line with its strategy of promoting Sustainable Productivity in member countries, the APO is planning to establish an award program. The APO SPA will recognize the most outstanding organizations in sustaining productivity growth and developing the capability to deal with the future uncertain global business environment. The regional award aims to encourage organizations in member countries to survive in the long term by having a clear vision, foresight, and strategy to shape their future. The award recipients will become models to inspire others to replicate their best practices. Therefore, the Secretariat will work with external experts to develop the award criteria and assessment method as well as new programs to develop certified APO SPA assessors.

8. Scope and Methodology

APO Accreditation Body

- a. Establish an APO Accreditation Board of Councilors comprised of selected NPO heads, external experts, and Secretariat staff, with the APO Secretary-General as the chair;

- b. Establish a Technical Committee composed of external experts, selected NPO representatives, and APO Secretariat staff to advise on the requirements for developing the Accreditation Body for APO certification programs;
- c. Assign external experts to develop course materials, training manuals, study modules, quizzes, and exams for the certification courses;
- d. Set up an APO Certification Unit within the Secretariat to develop and maintain registration/certification procedures, establish and monitor standards or specifications for the certification courses, prepare exams and marking schemes, maintain the register of certified individuals and a website database, communicate regularly with certified individuals, assure the quality of operations, and promote the program as widely as possible; and
- e. Assess APO-approved training providers in member countries who will deliver training courses under the APO Certification Program, who should be able to administer the scheme, organize the prerequisite training, and provide coaching to participants.

Only APO-certified trainers will be eligible to conduct the courses. NPOs hoping to become APO-approved training providers must conform with the standards set by the APO Accreditation Body.

SPA

- a. Establish the SPA Board of Councilors, consisting of the same members as the APO Accreditation Board of, with the APO Secretary-General as the chair;
- b. Assign experts to sit on the SPA Technical Committee to develop the award assessment criteria, format, and guidelines; and
- c. Design a new program to develop SPA assessors, including the program contents, modules, and training manuals.

9. Implementation Procedures

The APO Secretariat Certification Unit will be the focal point of activities under the Certification and Award Program. The unit will inform and update member countries of specific activities through separate communications, highlighting the status of development of the APO Certification and Award Program. The unit will also be responsible for organizing the SPA Technical Committee meetings, coordinate the development of course materials, and facilitate the assessment of training providers.

The APO Secretariat will prepare specific Project Implementation Plans (PIPs) for initiatives to be undertaken in coordination and close consultation with member countries. The PIPs will contain detailed descriptions and budgets for the activities to be undertaken.

10. Financial Arrangements

To be borne by the APO

- a. All assignments costs of experts and NPO representatives as APO Certification Technical Committee Members and Assessors;
- b. All assignment costs of experts and NPO representatives as SPA Technical Committee members and SPA Council members; and
- c. All assignment costs of experts for developing the course materials and training manuals as well as providing coaching to participants.

To be borne by the host country or NPO

Part of the local implementation costs, if any.



Santhi Kanoktanaporn
Secretary-General