

Asian Productivity Organization

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PROJECT NOTIFICATION ADDENDUM

22 November 2010

1. **Project Code** 10-IN-99-GE-SEM-B
2. **Project Title** Seminar on Regional Sharing of Lean Applications in Healthcare (Follow up on Demonstration Project in Thailand)
3. **Addendum No.** 1
4. **Reference** 10-IN-99-GE-SEM-B Seminar on Regional Sharing of Lean Applications in Healthcare (Follow up on Demonstration Project in Thailand) dated 9 November 2010
5. **Details** Change in Item No. 3 "Duration" and Item No. 6 "Number of Overseas Participants"

- The Item No. 3 "Duration" has been changed from 31 January–4 February to **24–28 January 2010**.
- **Cambodia, Sri Lanka, and Vietnam** has been also included in the Item No. 6 "Number of Overseas Participants" will be changed as follows:-

Up to 18 qualified participants from **Cambodia**, Republic of China, India, Indonesia, IR Iran, Japan, Republic of Korea, Malaysia, Mongolia, Nepal, Pakistan, Philippines, Singapore, **Sri Lanka**, Thailand, and **Vietnam**. **However, other member countries with special interest in the subject are also encouraged to apply.**

Other terms and conditions as specified in the Project Notification dated 9 November 2010 remain unchanged.


for Ryuichiro Yamazaki
Secretary-General

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PROJECT NOTIFICATION

9 November 2010

1. **Project Code:** 10-IN-99-GE-SEM-B
2. **Project Title:** Seminar on Regional Sharing of Lean Applications in Healthcare
(Follow up on Demonstration Project in Thailand)
3. **Duration:** 31 January–4 February 2011 (5 days)
4. **Venue:** Bangkok, Thailand
5. **Implementing Organization:** Thailand Productivity Institute (FTPI)
Address: 12th Floor, Yakult Building
1025 Pahonyothin Road,
Phayathai, Bangkok 10400
Telephone: (66) 2-619-5500
Facsimile: (66) 2-619-8099
6. **Number of Overseas Participants:** Up to 18 qualified participants from Republic of China, India, Indonesia, IR Iran, Japan, Republic of Korea, Malayisa, Mongolia, Nepal, Pakistan, Philippines, Singapore, and Thailand.
7. **Number of Local Participants:** Up to six qualified participants
8. **Closing Date for Nominations:** 17 December 2010
All nominations along with the **completed biodata** form and medical certificate of the nominees should reach the APO Secretariat by the above date. Selection of participants will be completed immediately after this date. Member countries are requested to inform the APO Secretariat as soon as possible if they decide not to nominate anyone for the project.
9. **Objective:** To study practical applications of lean management in healthcare industry under the APO demonstration model hospitals in Thailand (2008/2009).

10. Background

One of the primary challenges of the healthcare sector today is the lack of quality assurance for operations and service delivery to communities and patients. Healthcare, like other service subsectors, is under pressure to improve quality while reducing costs. Productivity-related initiatives could resolve many problems in healthcare service.

As a follow-up to the APO Study Mission to the USA on the Application of Business Excellence in Healthcare in 2008, this seminar is being organized to showcase Thailand's achievements in introducing lean management system in its healthcare sector through an APO demonstration project that was conducted from September 2008 to early 2010. The seminar will feature practitioners' views and experience shared by the five demonstration hospitals, the lead experts in lean for healthcare, and health professionals in the region involved in quality management in the healthcare sector.

11. Scope and Methodology

Scope

- (a) Understanding the principles of lean thinking and philosophies in the healthcare context;
- (b) Practical applications of lean quality management in healthcare operations;
- (c) Participating in a simulated queuing game workshop conducted by demonstration hospitals; and
- (d) Evaluating lean success in model hospitals through site visits and customized presentations.

Methodology

The seminar will also include two days of field visits to demonstration model hospitals.

12. Requirements of Candidates

- (a) Age: Preferably between 32 and 55 years.
- (b) Education: Preferably university degree or equivalent qualification.
- (c) Present Position: Healthcare professionals in the field of quality improvement, hospital administrators, and productivity specialists. Professionals in the field of quality improvement in the service sector or hospitality industry may also be considered.
- (d) Experience: At least five years of experience in quality management and policy/strategy formulation.
- (e) Language: Proficiency in written and spoken English is essential.
Proficiency
- (f) Health: Physically and mentally fit to attend an intensive program entailing strenuous travel and several plant/field visits.

13. Financial Arrangements

(a) To be borne by the APO

- (i) Round-trip economy-class international airfare by the most direct route between the international airport nearest to the participant's place of work and Bangkok, Thailand, for participants for all participants from Bangladesh, Cambodia, Fiji, Lao PDR, Mongolia, and Nepal and for participants from nonprofit organizations and SMEs from other member countries. As far as practicable, all participants are strongly encouraged to purchase and use discounted tickets (following IATA PEX or other applicable discount fares). Please note that arrangements for the purchase of air tickets should be in accordance with the "Guide on Purchases of Air Tickets for APO Project Participants" dated 7 July 2006, which will be sent to the selected participants and is available from the APO Liaison Officers in member countries.
- (ii) All deputation costs of overseas resource persons.

(b) To be borne by the host country—Thailand

- (i) Expenses for hotel accommodations for up to 18 overseas participants for up to six days;
- (ii) Per diem allowances for up to 18 overseas participants for up to six days; and
- (iii) Other local implementation costs.

(c) To be borne by participants or participating countries

- (i) For participants from profit-making organizations, except for SMEs, from APO member countries other than Bangladesh, Cambodia, Fiji, Lao PDR, Mongolia, and Nepal.
 - (1) Round-trip international airfare between the member country and Bangkok; and,
 - (2) Participating Country Expenses at US\$50.00 per participant, payable to the APO in convertible currency.
- (ii) For all participants
 - (1) Participants must be fully insured against accident and illness (including hospitalization) for a principal sum of US\$10,000.00 for the entire duration of the project and travel and must submit to the APO a copy of the comprehensive travel insurance certificate before participation. Such insurance must be valid in the countries to be visited. If a participant is unable to arrange for insurance coverage in the host country at the start of the project, he/she must pay the premium himself/herself out of the per diem allowances provided. Neither the APO nor the implementing organization will be responsible for any eventuality arising from accident or illness.

(2) 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 on account of early arrival or late departure, for example, due to either limited available flights or any other reason whatsoever.

(3) Any expenses related to visa fees and airport taxes.

14. Actions by Participating Countries

- (a) Each member country is requested to nominate two or more candidates for selection. Please ensure that candidates nominated meet the qualifications specified above.
- (b) We will not accept any form of self-nomination. All nominations must be endorsed and submitted by an APO Director, Alternate Director, Liaison Officer, or their designated officer.
- (c) Please note that nomination does not necessarily guarantee that a candidate 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. Sometimes candidates are not selected because they are overqualified.
- (d) Each nomination should be accompanied by the documents listed below. A nomination lacking any of these documents may not be considered:
 - (i) Two copies of the candidate's biodata on the APO biodata form together with passport-sized photograph. The biodata form can be downloaded from the APO website. Downloading information is also available from 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.
 - (ii) 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 for this particular project self-declaration is sufficient for candidates without any of the health conditions or illnesses enumerated on the reverse side of the medical form. However, for all others, medical certification by a recognized physician on the reverse side of the medical form is required.
- (e) Member countries are encouraged to submit the necessary documents electronically as mentioned in (d)-(i). 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 by postal mail. Please specify the candidate's name and the project code on the reverse side of the photograph.

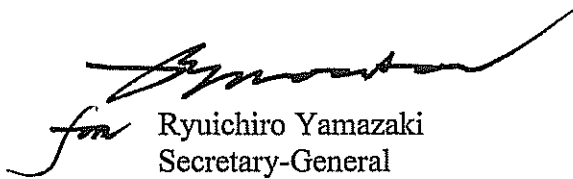
- (f) Member countries are requested to abide by the nomination deadline specified in Section 8 on the first page. The APO may not consider late nominations as they have in the past resulted in considerable difficulties to the implementing organization in its preparatory work for the project.
- (g) Under normal circumstances, candidates who are selected after the initial screening will be informed of their acceptance at least four weeks prior to commencement of the project.
- (h) Member countries are requested to inform candidates that, once selected, they are not to bring family members or to engage in any private business activities during the entire duration of the project. Further, if they should become unable to take part, the NPOs concerned are requested to inform the APO and the host country promptly of their reason for withdrawal.
- (i) Each selected candidate is required 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 project.

15. Preparation of Country Papers

Each selected candidate is requested to prepare a country paper following the guidelines to be provided later.

16. Guide for Participants

Other conditions for participation are given in the *APO Guide for Participants*, which is available from the APO Liaison Officers/NPOs in member countries and on the APO homepage (http://www.apo-tokyo.org/05part_guide.htm).



Ryuichiro Yamazaki
Secretary-General