



PROJECT IMPLEMENTATION PLAN

PIP Issue Date	19 December 2019
Project Code	19-RP-10-GE-DON-C-01
Project Title	Strengthening the Programs of the Center of Excellence on Business Excellence (Singapore)
Activity	Review of Priority Needs on Business Excellence
Reference	APO Project Notification 19-RP-10-GE-DON-C dated 11 October 2019
Timing and Duration	December 2019–March 2020
Venue	APO Secretariat

1. Objectives

- a. To review the priority needs of member countries for developing and strengthening their BE initiatives; and
- b. To recommend activities of the APO Center of Excellence (COE) on BE in 2020.

2. Background

The BE framework is a management philosophy based upon quality management principles and tools with the goal of improving an organization's performance and meeting and surpassing stakeholders' expectations. In 2009, the 51st session of the APO Governing Body designated Enterprise Singapore (then known as SPRING Singapore) as the first APO COE focusing on BE. Since then, the COE on BE has shared its best practices on BE among APO member economies, while strengthening its leadership in BE in the region. APO member countries were supported by the COE on BE in building up capacity and expertise on BE, enhancing their capabilities in managing BE initiatives, developing and strengthening quality award systems, improving the productivity of various organizations, etc. To continuously support the COE, the APO will review the needs of member countries to extend better assistance in enhancing BE capabilities in 2020.

3. Scope and Methodology

Scope

- a. Review of needs for the implementation and adoption of the BE framework among APO member countries; and
- b. Recommendations for activities under the APO COE on BE in 2020.

Methodology

Conducting a review of the activities of the COE on BE, recommending activities in 2020 to meet the needs of member countries in improving their BE initiatives, and submitting a review report.

4. Task Assignments of Resource Persons

The APO will appoint two resource persons to undertake the research. Their task assignments are:

- a. Discussing the scope of the review report with the COE on BE and APO Secretariat;
- b. Formulating the overall framework and outlining the report structure in agreement with the APO Secretariat and COE on BE;
- c. Collecting data and writing a report reviewing the priority needs for BE adoption, including recommendations on COE on BE 2020 activities;
- d. Working closely with the Secretariat and COE on BE; and
- e. Submitting the report in the agreed format to the APO and COE on BE by 15 March 2020.

5. Qualifications of Resource Persons

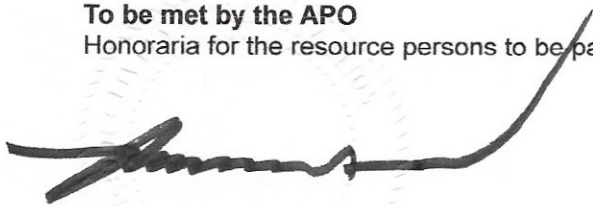
The APO-appointed resource persons must possess the following:

- a. Extensive technical knowledge of the BE framework and implementation of BE in member countries;
- b. Involvement in activities of the COE on BE in APO member countries;
- c. Excellent English writing skills to product the final report in English; and
- d. Strong commitment to undertaking and completing the research project within the given time frame.

6. Financial Arrangements

To be met by the APO

Honoraria for the resource persons to be paid upon completion of the final research report.



Dr. AKP Mochtan
Secretary-General