



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

27 May 2013

1. **Project Code** 13-IN-10-GE-WSP-B
2. **Title** Workshop on Quality Awards for Practitioners
3. **Timing and Duration** 23–27 September 2013 (five days)
4. **Venue** Bangkok, Thailand
5. **Implementing Organization**
Thailand Productivity Institute (FTPI)
12th Floor, Yakult Building
1025 Pahonyothin Rd., Phayathai
Bangkok 10400, Thailand
Telephone: (66) 2-619-5500
Facsimile: (66) 2-619-8099
e-Mail: liaison@ftpi.or.th
6. **Number of Overseas Participants** Up to 18 qualified participants from Bangladesh, Republic of China, India, Indonesia, Republic of Korea, Malaysia, Mongolia, Pakistan, Philippines, Sri Lanka, and Vietnam. However, other member countries with special interest in this project may nominate candidates upon consultation with the APO Secretariat.
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 19 July 2013
9. **Objectives**

To develop experienced business excellence (BE, which can be used synonymously with quality awards) practitioners for the application and expansion of BE frameworks and tools among enterprises and organizations.

10. Background

One of the key objectives of the APO Center of Excellence (COE) for BE was to strengthen the competencies of BE practitioners. A training manual for BE practitioners was developed and used at the APO Training Course for Business Excellence Practitioners held in Singapore in November 2012. The participants in the training course benefited from learning the basics of the BE framework and the role of BE practitioners. The training course also highlighted the need for further follow-up for mid-level BE practitioners, especially for member economies that are in the early stages of BE initiatives.

This workshop will target mid-level BE practitioners to help them to i) use the BE framework as a strategic management tool and plan, ii) conduct organizational self-assessment, and iii) review progress and facilitate continuous improvement to sustain the BE journey. To achieve this, the

participants will design action plans to lead BE initiatives in their organizations. The participants are requested to submit progress reports to the APO six months after completion of the workshop.

11. Scope and Methodology

The tentative topics to be covered are:

- a) Four key steps in the BE journey:
 - Planning BE,
 - Facilitating BE self-assessment,
 - Managing improvement for BE,
 - Sustaining BE;
- b) Methodology and tools for BE practitioners;
- c) Case studies of leading BE organizations; and
- d) Action plan for implementing BE in an organization.

This workshop will consist of lectures, case studies, group discussions, site visit and drafting action plans.

12. Qualifications of Candidates

- a) Age Preferably between 35 and 55 years.
- b) Education Preferably a university degree or equivalent qualification.
- c) Present Position Mid-level BE practitioners including division heads, project managers, branch managers, and assistant managers in implementing BE frameworks from NPOs, enterprises, and other organizations.
- d) Experience Preferably five to 10 years of experience in a related field.
- e) Language Proficiency in written and spoken English is essential.
- f) Health Physically and mentally fit to attend an intensive program entailing strenuous travel and several plant/field visits.
- g) Attendance Participants must attend all five days of the workshop to qualify for the certificate of attendance.

13. Financial Arrangements

a) To be borne by the APO

- 1) All assignment costs of overseas resource persons.
- 2) 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. As far as practicable, all participants should purchase discount tickets. Please 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. It is also available on the APO website and from APO Liaison Officers in member countries.

b) To be borne by participants or participating countries

For all participants

- 1) Participants' insurance premiums: All participants should be fully insured against accident and illness (including hospitalization and death) for a principal sum equivalent to US\$10,000.00 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 organizations will be responsible for any eventuality arising from accident or illness.

- 2) All expenses related to visa fees and airport taxes.
- 3) 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 because of early arrival or late departure, for example, due to either limited available flights or any other reason.

c) To be borne by the host country

- 1) Per diem allowances and hotel accommodation for up to 18 overseas participants for up to six days at the rate to be specified later.
- 2) All local implementation costs.

14. Actions by Member Countries

- a) 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.
- b) 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.
- c) Please note that nomination of a candidate does not necessarily guarantee that he/she 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 enough. Sometimes candidates are not selected because they are overqualified for a project.
- d) Each nomination should be accompanied by the documents listed below. A nomination lacking any of these documents may not be considered.
 - 1) 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).

- 2) 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.
- e) Member countries are encouraged to submit the necessary documents electronically as mentioned above. 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.
- f) 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.
- g) For member countries where nominations are required to be approved by higher government authorities and require a longer time, the APO Liaison Officers/NPOs are urged to send the names of nominees on or before the deadline, indicating that government approval will follow.
- h) Under normal circumstances, candidates who are selected will be informed of their acceptance at least four weeks prior to the start of the project.
- i) 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.
- j) 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.
- k) 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.
- l) 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 workshop.

15. Project Preparation

The participants are required to prepare a paper prior to departure for the project venue. In preparing the paper, they are expected to follow the attached "Guidelines for the Preparation of Presentations."

16. Postproject Actions

All participants are required to prepare action plans and share the plans with their NPOs. The APO will also request participants to submit progress reports six months after completion of the workshop.

17. 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).



Ryuichiro Yamazaki
Secretary-General

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Guidelines for Preparation of Presentations

Each selected candidate is requested to prepare a presentation by selecting a success example of an organization’s achievement of business excellence by covering the points below. The presentation should be prepared in PowerPoint slides and not exceed 20 minutes. Q&A will follow after the presentation.

For participating countries with more than one participant, please discuss among yourselves on the integration of the individual presentations into a joint presentation.

Scope of presentation

1. Introduction of the organization including vision and mission.
2. What were the visible improvements before and after the introduction of the BE framework or new improvement measures?
3. How did the organization design, implement, and manage its key work process to deliver customer value to achieve organizational success?
4. What are the challenges and issues in sustaining organizational success?
