



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

2 May 2014

1. **Project Code** 14-RP-04-GE-WSP-B
2. **Title** Workshop on Quality Awards for the Public Sector
3. **Timing and Duration** 27–30 October 2014 (four days)
4. **Venue** Singapore
5. **Implementing Organization** SPRING Singapore
1 Fusionopolis Walk
#01-02 South Tower, Solaris
Singapore 138628
Phone: 65-6279-3760
Fax: 65-6659-0642
e-Mail: bina_damodaran@spring.gov.sg
6. **Number of Overseas Participants** Up to 18 qualified participants from Bangladesh, Republic of China, India, Indonesia, IR Iran, Japan, Republic of Korea, Malaysia, Pakistan, Philippines, Sri Lanka, and Thailand. 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** 8 August 2014
9. **Objectives**
 - a. To understand the framework, criteria, and applications of quality awards (QAs) for the public sector of APO member countries;
 - b. To share the best practices of adapting QAs for the public sector; and
 - c. To understand the significance and impact of QAs on the effectiveness and efficiency of public-sector organizations.

10. Background

QA competitions from the private sector have been replicated in the public sector in recent years. The competitions are meant to motivate various public agencies to deliver programs or to provide services that give citizens the greatest satisfaction. QAs are based on business excellence (BE) models and serve as proxies of market competition for the public sector. The core values of award models include leadership, strategic planning, customer and market focus, measurement, analysis and knowledge management, workforce focus process management, and business results. The competition among the participants in an award program is intended to motivate public agencies to increase organizational and service

quality. When a public-sector organization wins such an award, it is likely to act as a model for other organizations. QAs therefore function to help public authorities to improve their organizational efficiency and effectiveness by learning from one another.

The APO continues to advocate improving public-sector productivity and initiates projects that aim to improve performance in the delivery of public goods and services. These projects have received wide acceptance among APO member countries involved in efforts to promote public-sector productivity. For public-sector organizations pursuing improvement in the delivery of services and programs, receiving a QA is an effective motivational approach. This workshop will examine QA winners in the public sector of member countries and learn their best practices and significance as organizations that perform well.

11. Scope and Methodology

The tentative modules to be covered are:

- a. National policies that promote QAs for the public sector;
- b. QA framework, criteria, and applications in the public sector;
- c. Significance of QAs for the public sector;
- d. Best practices of public-sector organizations that win QAs; and
- e. Impact of QAs on the effectiveness and efficiency of public-sector organizations.

The workshop will consist of lectures, case presentations, group discussions, and visits to winners of the Singapore Quality Award (SQA).

The tentative program of the workshop is given below:

Date/Time	Activity
Sun., 26 October 2014	Arrival of participants in Singapore
Mon., 27 October	Opening of workshop and program overview QAs for the public sector, criteria, and application
Tues., 28 October	Explanation of QAs for the public sector by resource person Explanation of QAs for the public sector by resource person Presentations on QAs for the public sector by participants Group discussion on presentations by resource persons Preparation for the BE Global Conference and visit to SQA-winning organizations
Wed., 29 October	Participation in the international conference on the SQA
Thurs., 30 October	Visit to SQA-winning organization Discussion on learning from the BE global conference and visit to SQA-winning organization Presentation of group discussion and action plan outputs Closing ceremony and awarding of certificates Attend BE award ceremony and dinner
Fri., 31 October	Departure of participants

12. Qualifications of Candidates

The participants are expected to possess the following qualifications:

Present Position	Government officials, assessors and consultants leading a QA administration, academics involved in QA assessment, and experienced researchers on public-sector QAs.
Experience	At least five years of experience in the position described above.

Education	University degree or equivalent qualification from a recognized university/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 do not nominate candidates likely to suffer from physical and mental stress.
Age	Candidates who fit the above profile are typically between 35 and 50 years.
APO Certificate	Participants are required to attend the entire program to receive the APO certificate of attendance.

13. Financial Arrangements

To be borne by participants or participating countries

- a. 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.
- b. All expenses related to visa fees and airport taxes.
- c. 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.

To be borne by the host country

- a. Per diem allowances and hotel accommodation for up to 18 overseas participants for up to five days at the rate to be specified later.
- b. All local implementation costs.

To be borne by the APO

- a. All assignment costs of overseas resource persons.
- b. Round-trip economy-class international airfare by the most direct route between the international airport nearest to the participants' place of work and Singapore. 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.

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 necessary documents. A nomination lacking any of these documents may not be considered: 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 Research and Planning Department, APO Secretariat (e-mail: rp@apo-tokyo.org, fax: 81-3-5840-5324).
- e. 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.
- f. Necessary documents are to be submitted electronically. 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.
- g. 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.
- h. 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.

- i. 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.
- j. 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.
- k. Each selected participant should be informed 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.
- l. NPOs should inform participants that they must attend all four days of the project to qualify for the certificate of attendance.

15. Actions by the APO Secretariat

- a. Under normal circumstances, candidates who are selected will be informed of their acceptance at least four weeks prior to the start of the project.
- b. 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.

16. 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 Country Papers."

17. 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.

18. Evaluation of Participants

If the conduct/attendance/performance of a participant is not satisfactory, these will be reported to the APO director concerned.

19. 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).



Mari Amano
Secretary-General

14-RP-04-GE-WSP-B

Workshop on Quality Awards for the Public Sector
27–30 October 2014, Singapore

Guidelines for Preparation of Country Papers

The participants in this workshop are expected to prepare country papers and presentation material following the objectives, scope, and suggested outline below. The purpose of this preparation is to explain the framework, criteria, and application of national QAs for the public sector, sharing of best practices, and examining the significance and impact of QAs on the public sector. The country papers serve as valuable information in understanding and assessing the different approaches and criteria, if any, of various award-giving bodies.

Suggested Outline of Country Papers

1. National Policies that promote QAs for the public sector;
2. Framework and criteria of national QAs for the public sector;
3. Best practices of public-sector organizations that receive QAs; and
4. Significance and impact of QAs on the public sector in general and in the delivery of public goods and services in particular.

Each participant should prepare a PowerPoint file for presentation of the country paper. A soft copy of the country paper and PowerPoint file should reach the APO (kmaruyama@apo-tokyo.org) and SPRING Singapore (bina_damodaran@spring.gov.sg) no later than 30 September 2014. All participants are expected to make a PowerPoint presentation and should focus only on the main points. It is suggested that participants organize their presentation based on the topical outline above.
