



PROJECT NOTIFICATION

PN Issue Date	11 October 2019
Project Code	19-RP-10-GE-DON-C
Title	Strengthening the Programs of the Center of Excellence on Business Excellence (Singapore)
Timing and Duration	13–15 November 2019 (three days)
Venue	Singapore
Implementing Organization(s)	Singapore Productivity Centre 11 Eunos Road 8 #08-01 Lifelong Learning Institute, Singapore 408601 Phone: 65-6906-8261 e-mail: william_lim@sgpc.sg
Number of Local Participants	50

1. Objectives

- a. To support the promotion and scaling up of activities of the Center of Excellence (COE) on Business Excellence (BE); and
- b. To strengthen the local BE ecosystem focusing on BE assessors and management representatives.

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' needs. It is a belief in core values and principles that over time have delivered success for many organizations. Recognizing the importance of BE in improving the productivity and overall performance of organizations in member countries, 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 their BE initiatives, developing and strengthening quality award systems, improving the productivity of various organizations, etc. In 2019, efforts to assist the strengthening of BE initiatives through existing and new modalities are continuing.

3. Scope and Methodology

Scope

- a. Effective BE assessment;
- b. Stakeholder analysis;
- c. Assessor know-how; and
- d. Role of organizational system thinking and self-analysis in driving BE.

Methodology

A three-day seminar consisting of presentations and case studies by resource persons as well as knowledge-sharing sessions among resource persons and participants will be conducted.

The tentative program of the workshop is given below.

Date	Activity
Wed., 13 November 2019	Effective BE Assessment Part 1. An introduction to the Fundamentals of Excellence, in reference to the Malcom Baldrige framework <ul style="list-style-type: none">➤ Value of the Business Excellence Framework Part 2. Performing Stakeholder Analysis <ul style="list-style-type: none">➤ Unique Organizational Profile / Organizational Context➤ Recent Global Trends➤ Challenges faced by assessors
Thur., 14 November 2019	Effective BE Assessment <cont.> <ul style="list-style-type: none">➤ Essential "how-to's" of assessment; e.g., work before site visits, drawing insights from site visits, interviews with senior management, focus group discussions, etc.➤ Tips for effective post sitevisit consensus meeting and scoring➤ Sharing of best practices and area of improvement form organizations assessed
Fri., 15 November 2019	Leadership and the Baldrige Excellence Framework Part 1. Introduction for Business Leaders to the Baldrige Framework <ul style="list-style-type: none">➤ History and Impact➤ Viewing the Organization as a System➤ Self-Analysis Exercises-Values

	<p>Part 2. Viewing the Organization as a System</p> <ul style="list-style-type: none">➤ Steps to Implementation➤ Assessment➤ Challenges and Best Practices <p>Part 3. Self-Analysis Exercises</p> <ul style="list-style-type: none">➤ Core Competencies➤ Using the Criteria – Strengths and Opportunities
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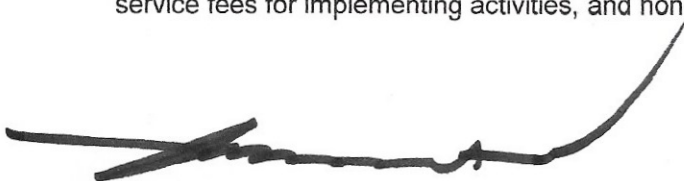
4. Financial Arrangements

To be met by the APO

All assignment costs of APO international resource persons.

To be met by the host country

- a. Local implementation costs; and
- b. Project management fees and personnel costs of the implementing organization, personnel service fees for implementing activities, and honoraria for local resource persons if applicable.



Dr. AKP Mochtan
Secretary-General