

Asian Productivity Organization

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PROJECT NOTIFICATION

17 July 2012

1. **Project Code:** 12-IN-09-GE-TRC-B
2. **Project Title:** Training Course for Business Excellence Practitioners
3. **Duration & Timing:** 19–23 November 2012 (5 days)
4. **Venue:** Singapore
5. **Implementing Organization:**
SPRING Singapore
Address: 1 Fusionopolis Walk
#01-02 South Tower
Singapore 138628
Phone: 65-6279-3690
Fax: 65-6659-0645
Website: www.spring.gov.sg
6. **Number of Participants:** Up to 18 qualified participants from the following targeted member countries: Bangladesh, Republic of China, Fiji, India, Indonesia, IR Iran, Japan, Republic of Korea, Malaysia, Pakistan, Philippines, Sri Lanka, Thailand, and Vietnam. Other countries will also be accepted based on qualified nominees (see paragraph 12: Qualifications of Candidates)
7. **Number of Local Participants:** Up to six qualified participants
8. **Closing Date for Nominations:** 1 October 2012
9. **Objectives:** To develop experienced business excellence (BE) practitioners for the application and expansion of BE frameworks and tools among enterprises and organizations
10. **Background**

The APO Center of Excellence (COE) for BE is a program aimed at building up expertise in applying BE frameworks and tools in APO member economies. In 2009, SPRING Singapore

was designated as the APO COE for BE. SPRING Singapore has assisted APO member economies in developing and strengthening their BE/quality award initiatives. SPRING Singapore also administers the Singapore Quality Award, which promotes BE practices in public- and private-sector enterprises in Singapore.

One of the key activities of the APO COE is to strengthen the competencies of BE experts including assessors, consultants, and practitioners. In 2010, the APO COE developed training manuals for BE assessors. The assessors' manuals were used in the 2010 APO training course for senior assessors. In 2011, the APO COE completed another manual for developing the competencies of BE consultants which was shared at the 2011 APO workshop for BE consultants.

The APO COE is currently developing training manuals for BE practitioners. These practitioners' manuals will be used in this training course comprising lectures on the BE framework, case study assignments, and group exercises. Participants will also learn best practices at the BE global conference organized by the APO COE for BE during this training course.

11. Scope and Methodology

Scope

- 1) BE framework and criteria requirements;
- 2) Methodology and tools for BE practitioners;
- 3) Case studies of BE applications; and
- 4) Action plan for implementing BE in an organization.

Methodology:

Lectures, case studies, group exercises, group discussions, and assessment test.

12. Qualifications of Candidates:

- a) Age: Preferably between 28 and 50 years.
- b) Education: University degree or equivalent qualification from a recognized institution.
- c) Present Position: BE practitioners involved in implementing BE frameworks from NPOs and other organizations.
- d) Experience: At least five years of experience in BE/quality awards and related fields.
- e) Language Proficiency: Presentations and discussions are conducted in English, and participants are frequently required to make oral and written presentations. Those who are not proficient in English should not apply.
- f) Health: Physically and mentally fit to attend an intensive five-day program requiring participants to complete a number of individual and group activities (it is therefore recommended that member countries refrain

from nominating candidates likely to suffer from physical and mental strain).

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 Singapore for 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 should purchase discount 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 APO Liaison Officers in member countries.
- ii) All assignment costs of APO overseas resource persons.

b) To be borne by the host country—SPRING

- i) Hotel accommodations and appropriate per diem allowances to cover meals and incidental expenses for up to 18 overseas participants for up to six days.
- ii) Assignment costs for local resource persons.
- iii) Other local implementation costs including conference fee.

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 Singapore; 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 Member Countries

- a) Each member country is requested to nominate three or more candidates for selection. Please ensure that candidates nominated meet the qualifications specified above.
- b) Please note that when a candidate is nominated it does not follow that he/she is considered selected. Selection is at the discretion of the Screening Committee. 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.
- c) Each nomination should be accompanied by the documents listed below. A nomination lacking any of these documents may not be considered.
 - i) Candidate's biodata on the APO standard form in duplicate together with passport-sized photograph, which can be downloaded from the APO website. 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) The APO Medical and Insurance Declaration/Certification Form.
- d) 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 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) For reasons of expediency or because of time constraints due to approaching nomination deadlines, member countries sometimes send their candidates' biodata forms and medical reports by fax to the APO. While this action is very much appreciated, member countries are requested to mail the originals of the documents to the APO as well. They are needed for making clear, clean copies for the host country, especially with regard to the candidates' photos. If the documents are submitted electronically, there is no need to send the original by postal mail. 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 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 upon selection that 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 this and their reasons for withdrawal.

i) All selected candidates are required to arrive at the venue one day before the start of the official project. Also, they are expected to return home upon completion of the official project because they are visiting the host country for the specific purpose of attending this APO training course.

15. Predeparture Preparation

Each selected candidate may be requested to prepare a presentation following the guidelines to be provided later.

16. Other Conditions

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 at http://www.apo-tokyo.org/05part_guide.htm.



Ryuichiro Yamazaki
Secretary-General