



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

19 August 2013

1. **Project Code** 13-IN-09-GE-WSP-A
2. **Title** Workshop on Expanding Business Excellence in the Asia-Pacific
3. **Timing and Duration** 28 October–1 November 2013 (five days)
4. **Venue** Singapore
5. **Implementing Organization**
SPRING Singapore
1 Fusionopolis Walk, #01–02 South Tower
Singapore 138628
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e-Mail: bina_damodaran@spring.gov.sg
6. **Number of Overseas Participants** Up to 18 qualified participants
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 27 September 2013
9. **Objectives**

To expand business excellence (BE) awareness in the public sector and promote adoption of the BE framework in public-sector organizations.

10. **Background**

The BE framework is a dynamic tool for managing organizations to improve competitiveness and productivity. Using the BE framework, organizations can identify strengths and opportunities and then align management systems and processes to create an environment for sustainable, continuous improvement.

In 2009, SPRING Singapore was designated by the APO as its Center of Excellence (COE) for BE to assist other APO member countries to develop and strengthen their BE initiatives. The COE for BE conducted a series of activities including research, sharing of best practices, building competencies of BE experts, and transferring knowledge to other member countries. More recently, the APO and COE have sent BE experts to member countries to help develop their strategy of BE development for the public sector.

To expand BE awareness in the public sector, this workshop will focus on exchanging knowledge of and experience in promoting the concept of BE, simple tools for assessment,

and clear steps that will allow public-sector organizations to progress in BE maturity. During the workshop, the participants will also have the opportunity to learn the best practices of the BE journey from a BE global conference organized by SPRING Singapore.

11. Scope and Methodology

Scope:

The tentative topics to be covered are:

- a) Key steps in the BE journey;
- b) Interpretation of the BE framework for public-sector organizations;
- c) Examples of adoption of the BE framework by public-sector organizations; and
- d) Action plan to promote BE in public-sector organizations.

Methodology:

The workshop will consist of presentations, case studies, group discussions, site visit, and formulating action plans.

Tentative Schedule:

Day1: Monday, 28 October

- Welcome remarks and program overview
- Presentations on BE framework and journey
- Country presentations on Challenges and Issues on BE Journey in the Public Sector

Day2: Tuesday, 29 October

- Presentations on Approaches and Steps for Adoption of BE Framework by the Public Sector
- Presentations on Facilitating the BE Self-assessment in the Public Sector

Day3: Wednesday, 30 October

- Participation in the BE Global Conference (Day1) to learn from BE award winners

Day4: Thursday, 31 October

- Participation in the BE Global Conference (Day2) to learn from BE award winners
- Site visit to SQA winner from the public sector
- Attend BE Award Ceremony

Day5: Friday, 1 November

- Lessons learnt from the BE Global Conference and site visit
- Group discussions and presentations on action plans
- Key takeaways
- Closing (Course evaluation, Certification and Closing remarks)

12. Qualifications of Candidates

- a) Age Preferably between 35 and 55 years.
- b) Education University degree or equivalent qualification.
- c) Present Position BE managers, consultants, and practitioners from NPOs and other institutions involved in expanding the BE framework in the public sector.

- d) Experience At least five 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 and complete group activities.
- 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 participants' places 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.

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 are 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. Postproject Actions

All participants are required to prepare action plans at the workshop. The APO will request participants to submit progress reports six months after completion of the workshop.

16. 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