



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

28 February 2014

1. **Project Code** 14-IN-10-GE-WSP-B
2. **Title** Workshop on Business Excellence for Assessors
3. **Timing and Duration** 2–6 June 2014 (five days)
4. **Venue** Nadi, Fiji
5. **Implementing Organization**
National Training & Productivity Centre (NTPC)
Fiji National University
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6. **Number of Overseas Participants**
Up to 18 qualified participants from the Republic of China, India, Indonesia, IR Iran, Japan, Republic of Korea, Malaysia, Pakistan, Philippines, Singapore, Sri Lanka, Thailand, and Vietnam. However, other member countries with special interest in the subject are also encouraged to apply.
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 14 April 2014

9. Objectives

To develop experienced business excellence (BE) assessors for strengthening BE frameworks and adopting BE frameworks among enterprises.

10. Background

Business Excellence assessors require technical expertise, good interpersonal skills, commitment to professional performance, and a team with the skills and abilities to conduct an assessment. One of the key objectives of the APO Center of Excellence (COE) on BE was to strengthen the competencies of BE assessors. A manual for BE assessors was developed in 2010 by the APO COE to train assessors in the basics of the BE framework and the role of BE assessors.

This workshop will target senior-level BE assessors to help them develop greater competencies. After the workshop, participants are expected to: 1) apply the current criteria of the BE framework to score applications independently; 2) apply the evaluation process to the application review process; 3) give feedback that adds value to applicants; and 4) identify

opportunities for growth and development of competencies to become an effective member of an assessment team. Participants are requested to apply the knowledge gained from the workshop in their countries and submit progress reports to the APO six months after completion of the workshop.

11. Scope and Methodology

The tentative modules to be covered are:

- a. Assessor competencies
- b. BE framework
- c. Award process and independent review
- d. Evaluation process
- e. Conducting site assessments
- f. Assessor code of conduct; and
- g. Case studies of leading BE organizations

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

The tentative program of the workshop is given below:

Date/Time	Activity
Sun. 1 June 2014	Arrival of participants
Mon. 2 June	Opening session Presentations on assessors' competencies, BE framework, and independent review through case studies Country presentations
Tues. 3 June	Presentations on evaluation process, conducting site assessments, assessor code of conduct, and case studies Country presentations
Wed. 4 June	Site visits
Thu. 5 June	Lessons learned from the site visit Group discussions of action plans
Fri. 6 June	Presentations from group discussions Wrap-up session Closing session
Sat. 7 June	Departure of participants

12. Qualifications of Candidates

The participants are expected to possess the following qualifications:

Present Position	Business excellence assessors from NPOs and other institutions with more than two years of experience in assessing or preferably leading assessor teams.
Experience	At least five years of experience and involvement in BE or a related excellence framework.

Education	University degree or equivalent qualification.
Language	Proficiency in written and spoken English is essential.
Health	Physically and mentally fit to attend and complete group activities.
Age	Preferably between 35 and 55 years.
APO Certificate	Participants must attend all five days of the workshop to qualify for the 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 six 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 Nadi. 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 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 Industry Department, APO Secretariat.
- 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, and especially for making Visa on Arrival arrangements.
- 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 requested 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.

1. NPOs should inform participants that they must attend all five days of the project to qualify for the certificate of attendance.

15. Project Preparation

Each selected candidate is requested to prepare a country paper following the guidelines to be provided later.

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).



Mari Amano
Secretary-General