



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

9 February 2016

1. **Project Code** 16-RP-09-GE-WSP-A
2. **Title** Workshop on Best Practices of Knowledge Management Implementation in NPOs
3. **Timing and Duration** 14–17 June 2016 (four days)
4. **Venue** Ulaanbaatar, Mongolia
5. **Implementing Organization** Mongolian Productivity Organization (MPO)
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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** 2 May 2016
9. **Objectives**
 - a. To share NPO experiences and best practices of knowledge management (KM) implementation in line with their national productivity movement activities; and
 - b. To assess the knowledge management system of NPOs and its consistency with the APO knowledge management framework; and
 - c. To identify strategies for intensifying the applications of KM in NPOs.

10. Background

NPOs in APO member countries are the key drivers of national productivity movements. They have been involved in coordinating and implementing various APO-sponsored activities including training, workshops, conferences, e-learning courses, observational study missions, and research. Most NPOs also have their own national programs or programs undertaken in

cooperation with other organizations. This wide range of activities creates huge amounts of information, data, knowledge, and expertise that continue to mount over time. To benefit from all these in the best possible way, each NPO needs a system that can collect data, store it, share it, and manage it effectively. In terms of expertise, there is a need to ensure that it is not possessed solely by individuals so that when they leave an organization, it will remain accessible and can be utilized by those who come after them. In essence, each NPO should have a knowledge management system designed to create new expertise and utilize it within the organization to enhance efficiency and productivity in the delivery of services to its clientele.

The APO KM framework was developed to provide a common understanding of KM among member countries, and in particular among NPOs. The framework was designed based on practical experience in KM from several countries in Asia, along with best practices from the USA, Australia, and Europe. NPOs are expected to have adopted and applied the KM framework in their organizations and should have produced appreciable results. Different NPOs may have pursued specific goals and used various tools and techniques in implementing KM. It is therefore relevant to share those experiences and best practices so that other NPOs can learn and possibly adopt them.

11. Scope and Methodology

Scope

Importance of KM to productivity and quality improvement initiatives;
 KM applications in international development organizations;
 KM applications in private business organizations;
 KM applications in public organizations;
 Selected models and best practices of KM in NPOs; and
 Strategies to intensify KM applications and adoption in NPOs.

Methodology

Expert presentations, country case studies, site visits, and workshop.

The tentative program of the workshop is given below:

Date/Time	Activity
Mon., 13 June	Arrival of participants in Ulaanbaatar, Mongolia
Tues., 14 June	Opening session Presentations by resource persons Country paper presentations
Wed., 15 June	Country paper presentations (cont.)
Thurs., 16 June	Site visit(s) Group discussion
Fri., 17 June	Drafting action plans Action plan presentations Comments from resource persons Program evaluation by participants, resource persons, and implementing organization

Closing session
Sat., 18 June Departure of participants

12. Qualifications of Candidates

Present Position	Senior NPO officers/consultants engaged in KM and KM-related tasks.
Experience	At least three years of experience in the position described above.
Education	University degree or equivalent qualification from a recognized institution.
Language	All presentations and discussions during the workshop are conducted in English, and participants will be frequently required to make oral and written presentations. They should be proficient in both oral and written English.
Health	Physically and mentally fit to attend an intensive workshop 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 stress.
Age	Candidates who fit the above profile are typically between 35 and 50 years of age.
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 USD10,000.00 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 organization 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 Ulaanbaatar. 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 two 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. 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 the 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, 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 instructed 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 "Guidelines for the Preparation of Country Case Study" to be provided later.

17. Postproject Actions

All participants are required to prepare action plans for implementation upon their return to 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