



PROJECT NOTIFICATION

Ref. No.: 22-CP-34-GE-DLN-A-PN2200033-001

Date of Issue	06 April 2022
Project Code	22-CP-34-GE-DLN-A
Title	APO e-Course on Service-sector Transformation in Industry 4.0
Launch Date	30 June 2022
Hosting Country(ies)	APO Secretariat
Modality	Digital Learning
Implementing Organization(s)	APO Secretariat
Participating Country(ies)	Open
Overseas Participants	Not Applicable
Local Participants	Not Applicable
Qualifications of Participants	Open
Nomination of Participants	Not Applicable
Closing Date for Nominations	Not Applicable

1. Objectives

- a. Understand the concepts, tools, and methodologies of Industry 4.0.
- b. Enhance the adoption of service-sector transformation in SME operations.
- c. Introduce emerging technologies and future trends in the service sector and how to apply them in business operations to enhance productivity.

2. Background

The adoption of Industry 4.0 technologies is resulting in a wave of digitalization and innovation. The changes have been sweeping throughout industry. The manufacturing industry is now embracing technological disruptions in the era of Industry 4.0. In 2022, the UN Economic and Social Council reported that the COVID-19 pandemic has accelerated the dissemination of digital technologies such as artificial intelligence, robotics, and the Internet of Things. The report also mentioned that the use of Industry 4.0 technologies can help increase productivity, reduce the environmental impact of industrialization, and create jobs.

On the other hand, the service sector has not been doing as well in adapting to the technology-enabled revolution. Many companies have been struggling with digital transformation since the 1990s. Today's service sector could therefore benefit significantly if it embraced Industry 4.0 more actively. Technology-first thinking is not a guarantee of success, since technologies are simply enablers. Methods to adopt Industry 4.0 in the service sector depend on organizational culture, policy, strategy, and vision. In a service economy, much of the value generated is a result of human collaboration, communication, and creativity.

It is crucial to take a more human-centric approach to business. Fumbling with new technologies without reckoning with culture, policy, and all the other intangible systems can have a detrimental impact on the service sector. The benefits of Industry 4.0 will result in improved productivity and efficiency, better flexibility and agility, and increased profitability in the service sector in the long run.

The APO has been conducting workshops and training courses on Industry 4.0 for the past few years showing how it can help member countries boost productivity with a focus on the application of Industry 4.0 technologies into the service sector and on the smart transformation. This e-learning course will explain how Industry 4.0 solutions can be adopted successfully by service-sector enterprises.

3. Modality of Implementation

- a. The course is offered through the APO e-learning platform: <https://www.apo-elearning.org>
- b. Participants should register on this portal and create their own accounts.
- c. Certificates of completion will be provided for those who satisfactorily complete all the modules of the course, including quizzes and a final examination.

4. Scope and Methodology

The course will comprise five modules:

Introduction

Module 1:
Industry 4.0 and the Fourth Industrial Revolution explained

Module 2:
The service economy and Industry 4.0

Module 3:
Emerging technologies for future trends in the service sector

Module 4:
Industry 4.0 and labor productivity in service-sector organizations

Module 5:
Case study: Impact of Industry 4.0 drivers on the performance of the service sector

Self-assessment quizzes and a final examination

Methodology

Module study, additional study material for participants, quizzes for self-assessment, and a final examination.

5. Requirements

- a. Have necessary devices and software comprising a computer/smartphone, updated browser, microphone, and speaker or headphones.
- b. Access to internet connections.
- c. Completion of all the modules, quizzes, and final examination.
- d. The APO e-certificate will be given to participants who score a minimum of 70% on the final examination.

6. Financial Arrangements

The APO will meet the assignment costs for resource persons to develop the course modules including quizzes and a final examination.

7. Actions by Member Countries

- a. Promote the courses nationwide.
- b. Provide the link to the APO e-learning platform on NPOs' websites and social network services.

8. Action by the APO Secretariat

- a. Identify and assign the resource person(s) to develop the course.
- b. Announce course commencement on the APO website and social network services.



Dr. AKP Mochtan
Secretary-General