



## PROJECT NOTIFICATION

Ref. No.: 22-CP-15-GE-TRC-A-PN2200085-002

<b>Date of Issue</b>	30 August 2022
<b>Project Code</b>	22-CP-15-GE-TRC-A
<b>Title</b>	Development of APO-certified Productivity Specialists
<b>Timing and Duration</b>	7–18 November 2022 (10 days)
<b>Venue and Hosting Country(ies)</b>	Kuala Lumpur, Malaysia
<b>Modality</b>	Face-to-face
<b>Implementing Organization(s)</b>	Malaysia Productivity Corporation
<b>Participating Country(ies)</b>	All Member Countries
<b>Overseas Participants</b>	19
<b>Local Participants</b>	12
<b>Qualifications of Participants</b>	Professional staff or associate consultants of National Productivity Organizations; and productivity practitioners, SME managers, or executives involved in productivity enhancement at firm or organizational level by conducting training, consultancy, research, or promotional activities
<b>Nomination of Participants</b>	All nominations must be submitted through National Productivity Organizations of member countries
<b>Closing Date for Nominations</b>	1 October 2022

## 1. Objectives

- a. Introduce the standards and requirements for APO-certified Productivity Specialists based on APO-PS 101:2019 Requirements for Productivity Specialists.
- b. Discuss theoretical and practical knowledge of productivity improvement strategies at the firm and organizational level.
- c. Demonstrate the competencies needed by participants to act as productivity consultants, trainers, promoters, and researchers.

## 2. Background

In 2018, the APO introduced the Accreditation Program to enable National Productivity Organizations (NPOs) to be certification bodies (CBs) on productivity specialist-related schemes. In 2021, the NPOs of Malaysia and Vietnam successfully completed their preparations and became the first batch of APO-accredited CBs. The NPOs of India, I.R. Iran, Mongolia, Pakistan, and the Turkish Management Sciences Institute of Turkiye (TUSSIDE), a partner of the NPO of Turkiye, are expected to be accredited in 2023.

The transformation of NPOs as CBs is expected to accelerate the development of competent productivity specialists across APO members. A pool of productivity specialists is critically needed by the region since many organizations continue to struggle to enhance productivity under a transformative, fast-changing era of digitization. The emergence of new, pandemic-prompted business models such as remote work or hybrid styles of work compounded the productivity pursuit challenges of firms and organizations. These changes affect the roles of productivity specialists and the methods to provide services to client organizations.

This course will introduce the latest techniques to improve efficiency and raise productivity. It will enhance the skills of participants in providing training and consultancy in productivity tools and techniques and is a prerequisite for participants to qualify for certification. After completing this course, participants will be guided to complete all the certification requirements and submit their applications to any of the APO-accredited CBs in member countries.

## 3. Scope, Methodology, and Certificate of Attendance

The program comprises presentations by resource persons, group discussions, field visit(s), and other relevant learning methods. The indicative program is below:

Days 1–3:

- The APO-PS 101:2019 Requirements for Productivity Specialists
- Case presentation on productivity project experiences
- Competency development as a productivity specialist

Days 4–6:

- Competency requirements of productivity specialists: Productivity domain expertise, process skills, people skills, and code of professional conduct
- Productivity specialists as productivity trainers, promoters, and consultants
- Productivity and quality (P&Q) diagnosis techniques
- Simulation exercise on P&Q diagnosis
- Onsite P&Q diagnosis of host companies
- Processing data and analysis

Days 7–10 :

- Processing data and analysis for P&Q diagnosis of host companies
- Group presentations and reports on P&Q diagnosis to the host companies by participants
- Preparation for the Certification Program: Drafting productivity enhancement projects
- Presentation of action plans for project development by participants
- Course test

The detailed program and list of resource persons will be provided one month prior to the program with

announcement of the names of the selected participants.

The participants are required to attend all sessions. This full participation is a prerequisite for receiving the APO certificate of attendance.

#### **4. Financial Arrangements**

##### **4.1 To be met by the APO**

- a. All assignment costs of overseas resource persons and honorarium for up to two local resource persons.
- b. Airfare:
  - Workshop and Conference: Round-trip economy-class international airfare by the most direct route between the international airport nearest to the participants' place of work and project venue.
  - Training Course and Observational Study Mission: Round-trip economy-class international airfare by the most direct route between the international airport nearest to the participants' place of work and project venue for those from NPOs, SMEs, and public-sector and nonprofit organizations.
  - Arrangements for air tickets for participants will be made by designated travel agents endorsed by NPOs.
- c. Accommodation and Per Diem Allowances:
  - Hotel accommodations and per diem allowances for overseas participants for up to 13 days.

##### **4.2 To be met by participants**

- a. Participants from profit-making organizations attending training courses or observational study missions, except those from Bangladesh, Cambodia, Fiji, Lao PDR, Mongolia, and Nepal:
  - Round-trip international airfare between the international airport nearest to the participants' place of work and project venue.
  - Participating Country Expenses at USD200.00/person.
- b. For All Participants:
  - Travel insurance with a minimum coverage value of USD10,000.00 to cover accident, illness, hospitalization, death, and specific expenses related to COVID-19 such as medical treatment, extension of stay due to quarantine, and flight rescheduling/cancellation, if applicable. Participants are required to submit copies of insurance certificates to the APO Secretariat prior to departure.
  - All expenses related to PCR testing, visa fees, and airport taxes.
  - Any expenses incurred 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.
  - Any cancellation charges for airfare and hotel accommodations arising from withdrawals after letters of acceptance have been issued by the APO.

##### **4.3 To be met by the implementing organization**

- a. Transportation expenses of participants between the airport and hotel designated for the project.
- b. All other local implementation costs.

## 5. Implementation Procedures

Please refer to the implementation procedures for APO multicountry projects circulated with this document.

A handwritten signature in black ink, appearing to read 'Mochtan', with a long, sweeping flourish extending upwards and to the right.

Dr. AKP Mochtan  
Secretary-General