



PROJECT NOTIFICATION

Ref. No.: 22-CL-13-GE-WSP-A-PN2200088-001

Date of Issue	07 September 2022
Project Code	22-CL-13-GE-WSP-A
Title	Workshop on Service Quality and Productivity Gainsharing
Timing and Duration	28–30 November 2022 (three days)
Hosting Country(ies)	APO Secretariat
Modality	Digital Multicountry
Implementing Organization(s)	APO Secretariat
Participating Country(ies)	All Member Countries
Overseas Participants	38
Local Participants	Not Applicable
Qualifications of Participants	Government officials in charge of productivity promotion policy, private-sector productivity practitioners, and consultants from industrial associations and National Productivity Organizations responsible for developing service quality enhancement plans or providing productivity consultancy and training
Nomination of Participants	All nominations must be submitted through National Productivity Organizations of member countries
Closing Date for Nominations	14 November 2022

1. Objectives

- a. Introduce the concept of productivity gainsharing and frameworks for enhancing service quality.
- b. Promote productivity gainsharing to enhance organizational service productivity and quality.
- c. Discuss case studies and best practices of productivity gainsharing for both public and private services.

2. Background

Productivity gainsharing is one powerful way to encourage more productive and more efficient work of employees, while enhancing service quality. It is a win-win approach to organizational productivity, particularly for service providers.

Gainsharing is regarded as an effective management system that enables higher levels of productivity and quality through the participation of workers. Productivity gainsharing plans compare the changes in productivity performance during a given period against a baseline level. When the productivity level exceeds the baseline, a percentage of profits is shared proportionately with employees who contributed to improvements. Gainsharing therefore motivates staff performance and enhances organizational service quality across sectors.

Gainsharing also promotes teamwork as managers communicate goals and involve staff in planning processes and implementing activities. Human capital potential is maximized, and high achievers are retained. Designing a gainsharing incentive system is essential for organizations aiming to achieve new business goals, service innovation, and quality improvement.

This workshop will explain the gainsharing concept and frameworks to enhance service quality for customers and provide rewards to employees for improved productivity. It will examine case studies of productivity gainsharing applications in organizations to enhance the quality of their service.

3. Scope, Methodology, and Certificate of Attendance

The duration of each day's sessions will be around three hours comprising presentations by resource persons, group discussions, and other relevant learning methods. The indicative topics of the presentations are:

Day 1:

- Overview of productivity gainsharing concepts for service quality enhancement
- Frameworks for productivity gainsharing at organizational level

Day 2:

- Advantages and disadvantages of the gainsharing approach for service quality and productivity
- Case studies on compensation and benefit systems with successful gainsharing initiatives

Day 3:

- Applications of productivity gainsharing approaches to enhance public-sector service satisfaction
- Group discussion

The detailed program and list of resource persons will be provided one week prior to the sessions.

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

4. Financial Arrangements

The APO will meet the assignment costs for overseas and local resource persons, and for a virtual site visit(s), either broadcast live or recorded as applicable.

5. Implementation Procedures

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

A handwritten signature in black ink, appearing to read 'Mochtan', with a long, sweeping horizontal stroke and a sharp upward curve at the end.

Dr. AKP Mochtan
Secretary-General