



## PROJECT IMPLEMENTATION PLAN

Reference No.: 621

<b>Date of Issue</b>	29 May 2025
<b>Project Code</b>	25-SN-04-GE-DMP-C-MN01
<b>Title</b>	Enhancing Public Sector Productivity through Performance Excellence in Mongolia
<b>Timing</b>	26 May 2025–31 December 2025
<b>Hosting Country(ies)</b>	Mongolia
<b>Venue City(ies)</b>	Ulaanbaatar
<b>Modality</b>	Hybrid In-country
<b>Implementing Organization(s)</b>	Mongolian Productivity Organization and APO Secretariat
<b>Participating Country(ies)</b>	Mongolia
<b>Overseas Participants</b>	Not Applicable
<b>Local Participants</b>	Not Applicable
<b>Closing Date</b>	Not Applicable
<b>Remarks</b>	Not Applicable

<b>Objectives</b>	Establish demonstration organizations on performance excellence by applying Business Excellence (BE) for enhancing public sector productivity in Mongolia, showcase the impacts of BE in transforming the performance and service delivery of public organizations, and use the results as benchmarks for other APO members to adopt similar practices.
<b>Rationale</b>	The public sector is vital for national development but often faces ineffective performance management and limited responsiveness to evolving service demands. Promoting performance excellence enables public organizations to identify gaps and implement evidence-based interventions for better outcomes and higher citizen satisfaction.
<b>Background</b>	<p>Public organizations are central to Mongolia's governance and service delivery, employing a significant portion of the workforce. As of 2023, public sector employment accounted for 57.53% of the total workforce, underscoring the sector's substantial role in the national economy.</p> <p>However, despite efforts to reform governance and strengthen accountability, Mongolia's public sector is still facing challenges in performance, responsiveness, and public trust. Addressing these issues requires a systematic approach that fosters continuous improvement and better alignment with citizen needs.</p> <p>BE supports the pursuit of performance excellence by providing a structured method to assess organizational strengths and gaps, align strategies, and enhance service delivery. This DMP project will introduce BE to selected public organizations, build performance excellence, and demonstrate its impact in enhancing their productivity.</p>
<b>Topics</b>	Performance assessment and analysis; Development of a performance excellence assessment scheme for systematic productivity monitoring; Capacity building on and implementation of BE and productivity tools and methodologies related to performance management; Measurements of productivity improvement; and Recommendations for sustainability and replication.
<b>Outcome</b>	Strengthened capacity of demonstration organizations and NPO staff in BE and productivity tools related to performance management, performance excellence assessment schemes developed for demonstration organizations, and enhanced performance and service delivery of those organizations.
<b>Qualifications</b>	<p>This project will be implemented in the following demonstration organizations:</p> <ul style="list-style-type: none"> <li>- Office of the Governor of the Capital City</li> <li>- Second State Central Hospital</li> <li>- Social Insurance Office of Chingeltei District</li> <li>- Social Insurance Office of Sukhbaatar District</li> </ul>

Please refer to the implementation procedures circulated with this document for further details.



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