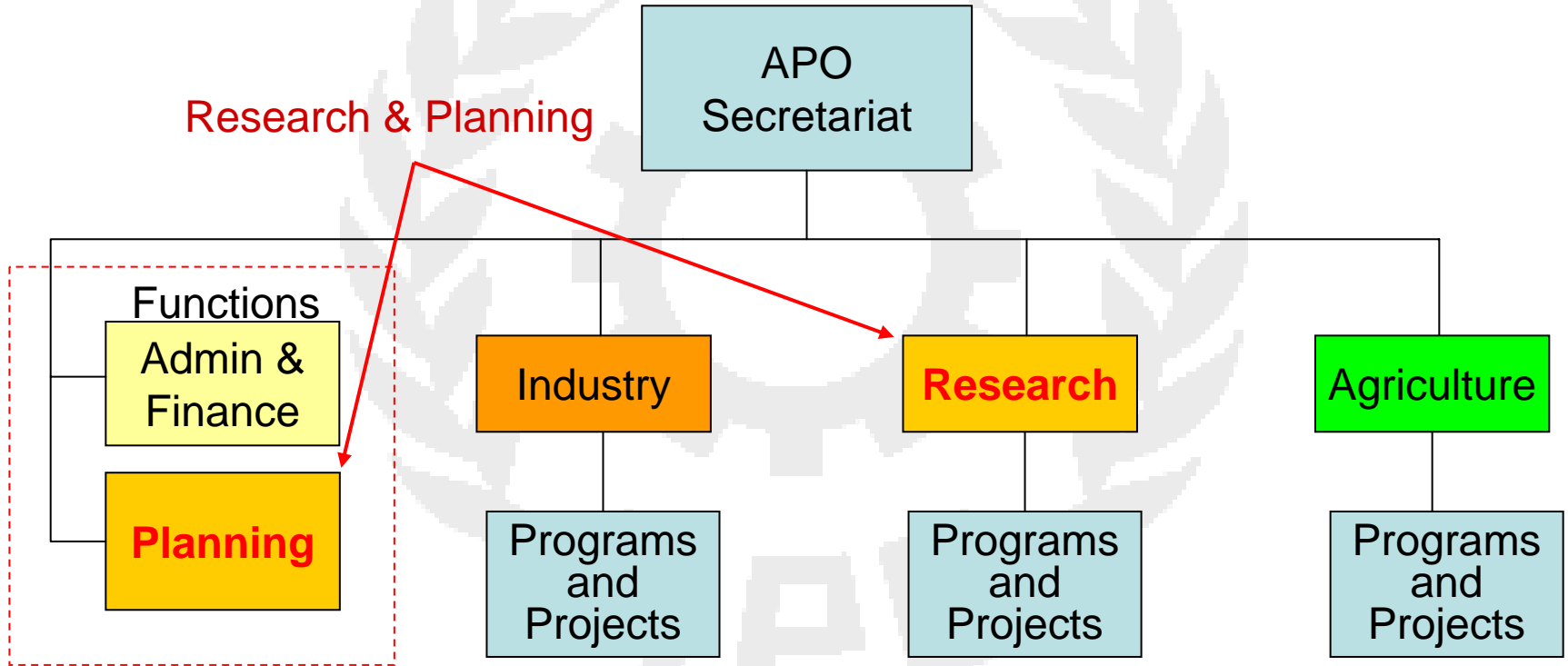




Center of Excellence for Business Excellence

**Research & Planning
Sherman Loo
22 Feb 2011**

Introduction



Planning Function

I. Development of Strategies

- a. Support Secretary-General in developing new strategic directions for APO through research as well as conducting strategic planning exercise

II. Planning and Program coordination

- a. Coordinate programs across departments and member economies represented by the respective National Productivity Organizations (NPOs)
- b. Prepare program of action for APO Governing Body Meeting and Workshop Meeting for Heads of NPOs

Research Function

Mission

Contribute to the socioeconomic development of Asia and the Pacific through enhancing productivity

Current APO Thrusts

Green Productivity

Development of NPOs

SMEs

Integrated Community Development

Knowledge Management

R&P Strategies

1 Development of NPOs

2 Productivity Measurement

3 Emerging Issues

R&P Focus Areas

- Center of Excellence for Business Excellence

- Databook and Database
- Energy
- Human Capital

- Service sector
- Public sector
- Sustainable development
- Knowledge & Innovation

R&P contributes towards the mission of APO through 3 main strategies aligned with APO's thrusts

Center of Excellence

APO Center of Excellence (COE)

- Formally designated body of knowledge and experience in a specific subject area
- Catalyze the sharing the expertise of one NPO with other member countries

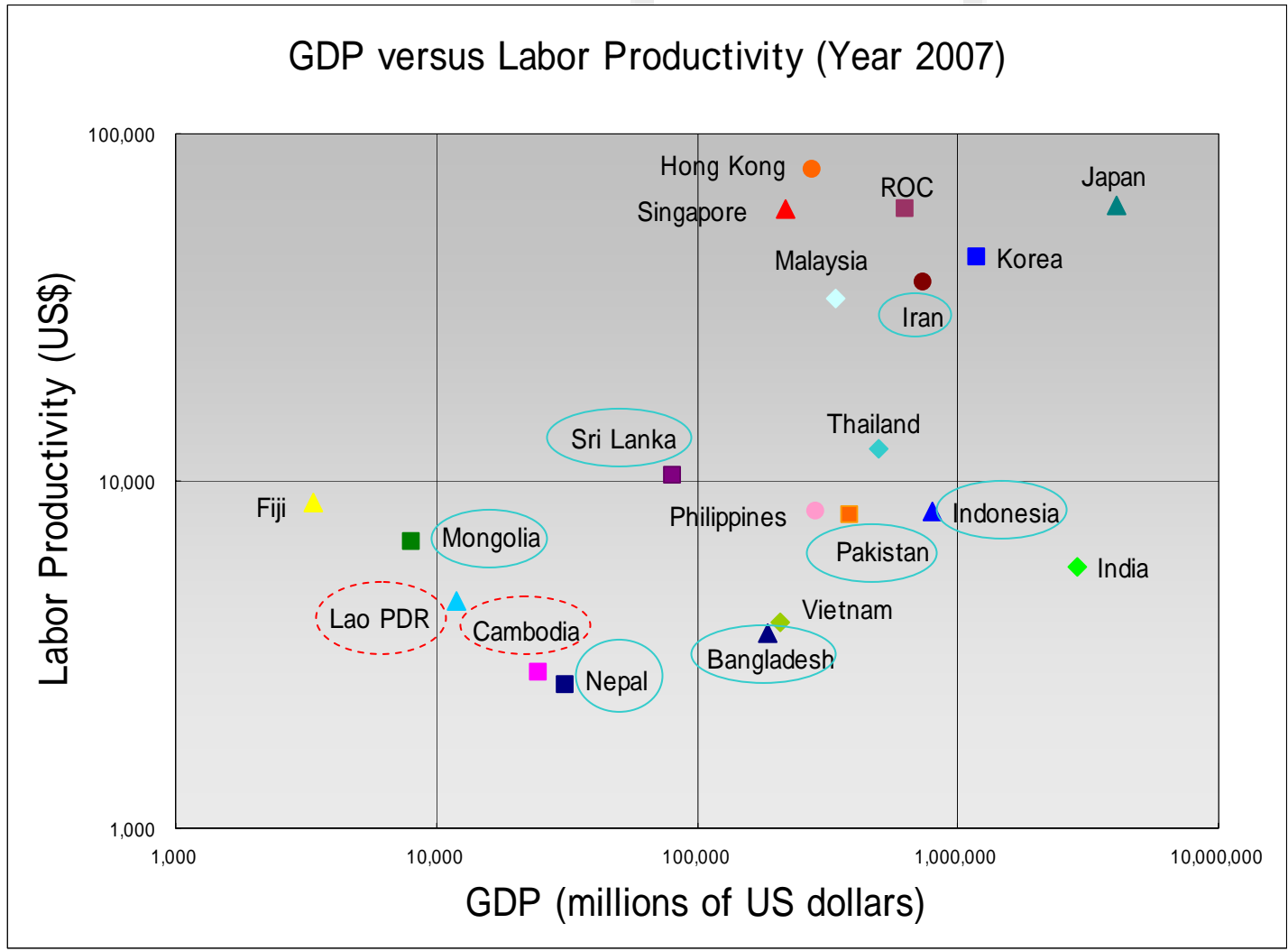
Objectives:

- To recognize outstanding competencies and expertise available among the APO member countries for the purpose of advancing the productivity movement in the region
- To provide assistance to the designated APO COE to maintain its leadership at the global level by continuous upgrading and development in the field of expertise
- To facilitate learning and sharing of best practices related to the subject area among member countries

COE for Business Excellence (BE)

- COE for BE aims to build up expertise of BE framework and tools in member countries
- SPRING Singapore was appointed COE for BE in April 2009
- BE chosen as organizations that implement BE frameworks achieve outstanding and sustainable results

Status of BE adoption – APO economies



○ Early adopters
○ None

COE for Business Excellence

Strategy	Modality	Target Segments	Outcomes
Sustain leadership of COE and enhance international visibility of BE efforts in the region	Assign experts, PR activities, KM	COE and targeted organizations in member countries with recognized BE initiatives	A leading COE for BE in the world
Enhance capabilities of APO member countries in managing their BE/Quality award initiatives	Assign experts	APO member countries with more developed BE initiatives	More member countries with internationally recognized BE awards
Develop the competencies of BE assessors and consultants in APO member countries	Training workshops, conferences	APO member countries with BE initiatives	Large pool of competent assessors and consultants available to member countries
Initiate research on BE to identify needs, develop appropriate approaches, and assess impact	Research projects, surveys	All APO member countries	Ability to measure and track the performance of COE and BE initiatives in member countries
Facilitate best practice sharing and profile leading organizations	Forums, conferences, study missions, PR activities	All APO member countries in particular as well as rest of the world	BE award initiatives marketed and promoted in Asia-Pacific as a tool to improve competitiveness

COE for BE – Achievements & Plans

Achievements:

- **Knowledge transfer to member countries by assigning experts to the Philippines, Bangladesh, Singapore (COE), Thailand and more recently to Pakistan**
- **Assisted member countries such as Pakistan and Bangladesh to develop BE action plans**
- **Conducted workshops to develop BE assessor manual and subsequently training BE assessors**
- **Conducted research on the impact of business excellence/quality awards on enterprises**
- **Conducted multi-country study missions**
- **Facilitated Mongolian delegation visit to SPRING on BE learning mission**

Immediate Plans:

- **Develop self-help BE packages for SMEs**
- **Conduct workshop and training for consultants**
- **Provide NPOs with additional expertise to sustain capacity building efforts**
- **Assist more member countries to develop and implement BE action plans**

Activities

**Entrepreneurship Forum,
Kyoto, Japan**



Business Excellence



**Productivity Expert assigned to
Mongolia**

**APO
Databook
and
Database**



**Expert meeting on public sector
productivity**

Thank you

APO Research & Planning