

# Be a 400 to 700 Points SQA Accelerator in Your School

Once your school hits 400 points, do not let that momentum plateau off. Shift gear and accelerate from 400 points to 700 points with a stretched goal of 100-point improvement per year.

Some schools, junior colleges and polytechnics are clearly above the 400-point level on the Business Excellence scale. So, what is obscuring them from reaching 700 points? These schools have a vivid goal in mind – to become great schools. If the timeframe to attain another 200 to 300 points' improvement is more than five years, is there a way to reduce the cycle time? The answer is YES!

One senior executive said, "What took others 5 years, we must do it in 2 to 3 years by acquiring the best practices and diligently adapting to our systems and processes."

Improvement should never be left to chance. Michael Porter wrote in his book **Competitive Advantage-Creating and Sustaining Superior Performance**, "Management must demand learning improvements and establish targets for them, rather than simply hoping that learning and improvement will occur." Forward-looking leaders mandate 100-point improvement per year. It is a stretched goal, but by no means unachievable. Those companies who attained the Singapore Quality Award or Malcolm Baldrige National Quality Award don't do different things, but they do things differently. Acquiring their best practices, your school can make a big difference within three years.

## Workshop Objectives

- Develop New Insights to the Business Excellence Assessment System on the 7-Criteria
- Benchmark how other winning companies establish the foundation to accelerate to 700 points
- Develop a common chronological presentation format for all staff to recite the Business Excellence Framework in three minutes
- The use of 'Approach-Deployment-Results' method towards evaluation of their core-processes and improvement strategies
- Use the best practices established by the winning companies to accelerate the innovation initiatives within the school

***Specially Designed  
for Schools!***

## Programme Outline

- ◆ **Quick Overview of Business Excellence Framework**
- ◆ **Business Excellence 7-Criteria Sequential Implementation Algorithm**
- ◆ **Achieve Quantifiable Improvement: 100-Point Per Year on the Business Excellence Scale**
- ◆ **Benchmark Core & Support Processes (Case Studies)**
- ◆ **Best Practices - Learning and Innovation**  
*Illustration on the technique of Goal-Approach-Deployment-Results-Evaluation-Innovation*
- ◇ **The Holistic Loop:** Goal – Approach – Deployment – Results – Evaluation – Improvement (Innovation)
- ◇ **The Double Plus Technique:** Benchmarking, Significant Learning and Innovative Solutions
- ◆ **Business Excellence Indicators**
  - ◇ Key Performance Indicators and Comparison of Results Presentation by Award Winning Companies
  - ◇ Benchmark Double-Plus Approaches and Deployment
  - ◇ Best Practices in the 7-Criteria: Processes Flow Charts, Data Tables and Results Presentation
- ◆ **Business Excellence Scoring System**
  - ◇ Business Excellence Scoring in a nutshell
  - ◇ What the Assessors look for and how they assess
  - ◇ Unique Insights to the Business Excellence Assessment System: Approach, Deployment and Results
  - ◇ Fundamentals on the Causes & Effects and the Direct Linkages
  - ◇ Build conscious vocabulary on Approach, Deployment, Results; the sequence and linkages
  - ◇ Business Excellence Assessment System Matrix: A Mental Framework
- ◆ **Case Studies**



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**Enterprise Promotion Centres Pte Ltd (EPC)** is the leading business services provider of networking, management learning events, workshops & courses, consultancy and industry development services and events. EPC is an approved training provider of the Standards Productivity and Innovation Board (**SPRING Singapore**) to conduct the Business Excellence series and has trained and consulted more than 1000 participants and 200 organisations in the area.

## ABOUT THE TRAINER—MICHAEL PANG

Michael Pang has more than 15 years of experience in the area of Business Excellence Models and Frameworks. He has been SQA Assessor for a number of years and has been Certified Manager of Organizational Excellence by the American Society of Quality since 1997. He was an invited speaker to the 'National Conference on Malcolm Baldrige criteria in Higher Education' at Auburn University (USA).

He led an **In-Search-of-Best-Practices** mission trip (34 days) to America's Malcolm Baldrige National Quality Award winning companies (3M, Honeywell, Texas Instruments, AT&T, Ritz-Carlton Hotel, GTE Directories and Marlow). Castrol Singapore chosen him to design and deliver a 5-day in-depth Business Excellence Model workshop for their senior management. He was engaged twice to conduct the same workshop for Castrol Singapore's entire middle management.

Other organisations he has trained/consulted for included: Ministry of Foreign Affairs, Ministry of Health, Ministry of Home Affairs, Ministry of Law, Republic Polytechnic, Singapore Polytechnic, Crescent Girl's School, Singapore General Hospital, Singapore Prison Service, Singapore Tourism Board, Singapore Broadcasting Authority, Public Service Commission, Central Narcotics Bureau, National Parks Board, Tan Tock Seng Hospital, CityCab Pte Ltd, Seiko Instruments Pte Ltd, Maritime and Port Authority of Singapore, SCS Networks Pte Ltd, Seagate Technology International, and Schneider Electric Industrial Development (S) Pte Ltd.

**Course Fee : \$988.00( inclusive 7% GST)**

**Time : 9am—5pm**

**Date : 23 & 24 February 2009**

For enquiries or registration, contact

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**YES! Please register me/us:**

	Name of Delegate	Designation	Email
1. Mr/Mrs/Ms/Mdm/Dr	_____	_____	_____
2. Mr/Mrs/Ms/Mdm/Dr	_____	_____	_____
3. Mr/Mrs/Ms/Mdm/Dr	_____	_____	_____
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