

SQC ASSESSOR COURSE

The Program provides participants with an in-depth understanding of the SQC criteria. It equips them with the necessary skills to organise and implement a self-assessment using the BEACON instrument.

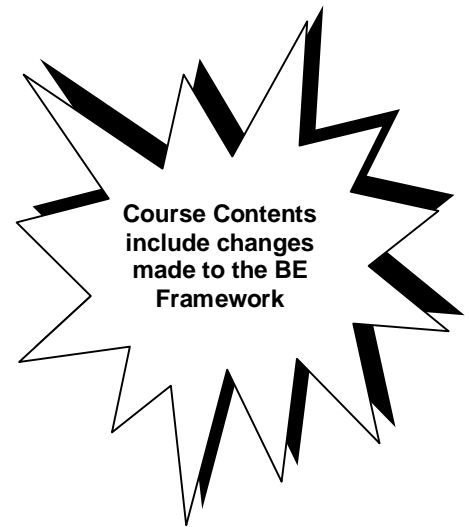
COURSE OBJECTIVES

At the end of the course, participants will be able to:

- ❖ Understand the requirements of the 7 categories in the Business Excellence framework
- ❖ Learn the skills of conducting self-assessment based on the BEACON instrument
- ❖ Practise preparation activities such as checklist preparation, site assessment techniques, reporting, etc.
- ❖ Appreciate the expectations of SQC organisations / Best Practices

COURSE CONTENTS

- ❖ **Introduction to the Business Excellence**
 - Business Excellence Journey
 - Certifications and Awards
- ❖ **Business Excellence Initiatives and Standards**
 - Overall Business Excellence Standard (SQC)
 - Business Excellence Niche Standards (PD, I-Class, S-Class)
 - Positioning of the Various Standards
- ❖ **Overview of the Singapore Quality Class (SQC) Scheme**
 - Business Excellence Assessment for Continuous Improvement (BEACON)
 - BEACON Scoring Guidelines
 - SQC Application Process
- ❖ **Interpretation of the 7 SQC Categories**
 - Review of BEACON statements
 - Case Study
 - World-class Examples / Best Practices
 - Scoring Exercises
- ❖ **Critical System Linkages**
 - Understanding inter-relationships among the criteria
 - Mapping exercise
- ❖ **Assessment Basics**
 - How to present findings from self-assessment
 - Writing good feedback comments



METHODOLOGY

Lecture, Case studies and Group Discussions

WHO IT IS FOR

Executives, managers and professionals who are involved in organisational development and continuous improvement.



Centre for Management

COURSE LEADER

Mr Ben Tan is presently an independent Consultant providing training and consulting services to organisations in quality management areas, specializing in the implementation of the SQA Business Excellence Framework, and other national frameworks such as Singapore Innovation Class (I-Class) and Singapore Service Class (S-Class). Ben joined the PSB (now known as SPRING) in May 1998 and was a Senior Consultant with the Business Excellence Centre of PSB Corporation (the corporatised arm of SPRING). As a Senior Consultant with PSB Corporation, Ben provides focused consultancy to organisations based on the Singapore Quality Award (SQA) criteria framework. He has assisted numerous organisations, both private and public, in achieving the Singapore Quality Class (SQC) and SQA. Ben is also actively involved in the SQC scheme for Private Education Organisations (PEOs) introduced by SPRING and CaseTrust for PEOs. As a National Assessor since 1999, Ben has assessed several SQA applications, including past SQA winner. Ben is also a trained assessor for the Singapore Innovation Class (I-Class) and a SPRING-registered S-Class Consultant. He is also one of the consultants approved by SPRING to assist SMEs in the SMART Initiative.

ABOUT EPC

Enterprise Promotion Centres Pte Ltd (EPC) is the leading business service provider of networking, management learning events, workshops & courses, consultancy and industry development services and events. EPC is approved by the Standards Productivity and Innovation Board (SPRING Singapore) to conduct training courses under its **Business Excellence Training Programmes**. EPC training courses are conducted by experienced and qualified consultants & trainers, all being ex-National Assessors. To date, we have conducted training programs for more than 250 organizations and 900 participants since becoming an approved training provider with SPRING in June 2004. All our SQC/S-Class consultants are ex-National Assessors who conduct training courses apart from providing consulting services in related areas.

Registration Form

Please complete and return this registration form to:

Ms Angela Yip / Ms Tam Fei Ting

Tel: 6278 2538

Fax: 6278 7518

Email: angelayip@epc.com.sg / feitng@epc.com.sg

Mr. / Mrs. / Ms / Dr: _____

Designation: _____

Company name: _____

Address: _____

Email: _____

Tel: _____

Fax: _____

Choice of Dates: _____

SQC ASSESSOR COURSE

Dates:

23 & 24 Apr 2012

14 & 15 Jun 2012

23 & 24 Aug 2012

18 & 19 Oct 2012

13 & 14 Dec 2012

Time: 9:30 am to 5:30 pm

Venue: EPC Training Centre

Fees: S\$580/- per pax (excluding GST)

Please note that lunch is not provided for the workshop.

Seats will be confirmed only upon receipt of this registration form via fax. Please send this registration together with your cheque payable to **Enterprise Promotion Centres Pte Ltd** and forward it to: **1003 Bukit Merah Central #02-10 Inno Centre Singapore 159836 Attn: Ms Angela Yip / Ms Tam Fei Ting**

Upon receipt of registration, any request for cancellation or transfer must be confirmed in writing 5 days before the session and subjected to a 10% administrative charge. If a participant fails to attend the session or if notice of cancellation is received less than 5 days before the session, the participant shall be invoiced the full fee. Substitutions from the same company are allowed. No refund is possible for any part of the package not taken. EPC reserves the right to amend, postpone or cancel the session due to unforeseen circumstances. For further enquiries, please contact Ms Angela Yip at: 6278 2538, email: angelayip@epc.com.sg or Ms Tam Fei Ting, email: feitng@epc.com.sg