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.
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:

Elizabeth Chin
Tel: 6278 2538
Fax: 6278 7518
Email: elizabethchin@epc.com.sg

Mr. / Mrs. / Ms / Dr: ________________________________
Designation: ______________________________________
Company name: ____________________________________
Address: __________________________________________
____________________________________________________
____________________________________________________
Email: _____________________________________________
Tel: ________________________________________________
Fax: _______________________________________________

Choice of Dates: ____________________________

SQC ASSESSOR COURSE

Dates:

24 & 25 Mar 2014
19 & 20 Jun 2014

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 Elizabeth Chin.

Upon receipt of registration, any request for cancellation or transfer must be confirmed in writing 5 working 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 Elizabeth Chin at: 6278 2538, email: elizabethchin@epc.com.sg.

If you do not wish to receive our training information, kindly indicate ‘Unsubscribe’ & your fax number on this page, and fax it back to us. We regret any inconvenience caused.

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