



Centre for Management

# PUTTING TOGETHER A WELL WRITTEN BUSINESS EXCELLENCE APPLICATION REPORT

Application Reports for the various Business Excellence Awards have special requirements and if not done well, they will fail to achieve the objectives which they are written for. Unfortunately, Application Report writing for many organisations remains a weak area. Many individuals learn this skill through self or peer teaching with “hit and trial” methods. Inadequate expertise in this area may mean lost opportunities and difficulties in the subsequent assessment process. This workshop is specially designed to enable participants to improve their knowledge and acquire skills in putting together a well written report.

## WORKSHOP OBJECTIVES

At the end of this workshop, participants will be able to:

- ❖ Understand the aims and elements of application report
- ❖ Understand the essentials and components of an application report
- ❖ Improve their knowledge on drafting & the presentation of the report

## WORKSHOP CONTENTS

- ❖ **Introduction**
  - Overview of Business Excellence Initiatives
  - Award Application process
- ❖ **Guidelines for Preparing the Application Report**
  - Format of application report
  - Understanding and responding to the award criteria
  - Guidelines for reporting results and trend data
- ❖ **Components of Application Report**
  - Organisational Profile
  - Criteria Requirements
  - Key Performance Indicators
- ❖ **Five Steps in Preparing Your Report**
  - Investigating the sources of Information
  - Taking notes
  - Analysing the data
  - Making an outline
  - Writing the report
- ❖ **Ingredients of a Good Application Report**
- ❖ **The “Not Much of a Secret” Recipe**
  - 10 Characteristics commonly found in World-Class organisations
  - Assessors’ Interests

## METHODOLOGY

Lecture, Group Exercises, Discussions and Video Clippings

## WHO IT IS FOR

Those who are involved in BE Application Report Writing for their organisation / school.



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## WORKSHOP FACILITATOR

Mr Ben Tan holds a Bachelor of Engineering degree from the National University of Singapore and is presently an independent Consultant providing training and consulting services to organizations. An accomplished Business Excellence Consultant & Trainer, he has over 10 years of experience in assisting organizations, both in the public and private sectors in the Business Excellence process. During this period, he has trained a large number of corporate professionals and offered expert consultations to organizations relevant to the Business Excellence Awards, including past SQA Award winners such as CPF Board, Millennia Ritz-Carlton & Teckwah Industrial Corporation Ltd. He has participated in the assessment of the Singapore Quality Award and as a member of the Board of Assessors (BOA) for MINDEF Excellence Award (MEA).

## ABOUT EPC

**Enterprise Promotion Centres Pte Ltd (EPC)** is the leading business service provider of management learning events, workshops & courses, consultancy and industry development services and events. We bring together leading institutions and business leaders in Singapore and around the world to share the latest developments key issues, best practices and updates on rules and regulations through conference seminars and in-house training sessions. EPC is also approved by the Standards Productivity and Innovation Board (SPRING Singapore) to conduct training courses under its **Business Excellence Training Programmes**. All our trainers are National Assessors who conduct training apart from providing consulting services in related areas.

**~ Customised facilitation sessions can also be arranged for organizations applying for the Business Excellence Awards or Integrated Assessment ~**

### 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](mailto:angelayip@epc.com.sg) / [feiting@epc.com.sg](mailto:feiting@epc.com.sg)

Mr. / Mrs. / Ms / Dr: \_\_\_\_\_

Designation: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Email: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Choice of Date: \_\_\_\_\_

### “PUTTING TOGETHER A WELL WRITTEN APPLICATION REPORT”

Dates: 4 Feb 2009  
1 Apr 2009

Duration: 1 day

Time: 9:00 am to 5:00 pm

Venue: EPC Training Centre

Fees: S\$400 /- (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 Technopreneur 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](mailto:angelayip@epc.com.sg) or Ms Tam Fei Ting, email: [feiting@epc.com.sg](mailto:feiting@epc.com.sg)