

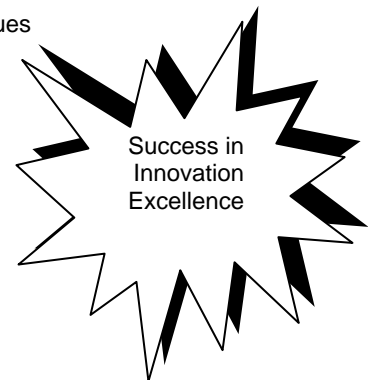
UNDERSTANDING THE BUSINESS EXCELLENCE NICHE STANDARD (INNOVATION)

The criteria requirements for the Singapore Innovation Class have been reviewed and revised with effect from 1 August 2006 and the enhanced Business Excellence Niche Standards (Innovation) has 9% of new criteria requirements and only 55% of the criteria requirements are retained in the current form. For the benefit of those who have intentions to embark on the Innovation Excellence journey or organizations going for re-certification, EPC has designed this workshop to provide participants with a clearer understanding of the requirements for the enhanced **Business Excellence Niche Standard (Innovation)**.

COURSE OBJECTIVES

This Workshop will allow participants to:

- ❖ Appreciate the need for Innovation
- ❖ Gain an overview of the Business Excellence Niche Standard (Innovation) from SPRING
- ❖ Understand the use of the I-SCORE Questionnaire and Implementation issues
- ❖ Know how to apply for the I-Class and understand the Assessment Process



COURSE CONTENTS

MORNING

- ❖ **Need for Innovation**
 - What is Innovation?
 - Types of innovations
 - Innovative Organisations

- ❖ **Innovation Excellence Programme**
 - Background to the Innovation Excellence movement
 - Singapore Innovation Award and Innovation Class
 - Development of the I-Score assessment questionnaire
 - Business Excellence Scoring System
 - Self-Assessment using the I-SCORE
 - Application Process for the I-Class

BREAK

- ❖ **Business Excellence Niche Standard (Innovation)**
 - 2006 revisions to the Innovation Excellence Framework
 - Details of the 6 Categories of the 2006 BE Niche Standard (Innovation)
 - Category 1: Leadership
 - Category 2: Planning
 - ✓ Discussion on implementation highlights for Categories 1 and 2



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LUNCH

- ❖ **Business Excellence Niche Standard (Innovation) – continue...**
 - Category 3: Information
 - Category 4: People
 - ✓ Discussion on implementation highlights for Categories 3 and 4

- ❖ **Business Excellence Niche Standard (Innovation) – continue...**
 - Category 5: Processes
 - Category 4: Results
 - ✓ Discussion on implementation highlights for Categories 5 and 6

- ❖ **Assessment Process**
 - Preparation for Site Visit

METHODOLOGY

Lecture, Case studies, Video Clippings and Group Discussions

WHO IT IS FOR

Managers and Executives who will organise and implement the Innovation Class requirements in the organisation

COURSE LEADER

Mr Sunil Sahadevan joined PSB Consulting (a business unit of the Productivity and Standards Board (PSB)) in early 2000 as a Consultant. He was subsequently appointed as Senior Consultant when PSB was corporatised in April 2001. A year later he was promoted to Principal Consultant. In PSB Corporation, he provided training and consulting services to assist organisations achieve business excellence by aligning their management systems, processes and practices as set out in the Singapore Quality Award (SQA) management framework.

Sunil was appointed as a National SQA Assessor by PSB in 2001. PSB was restructured to SPRING Singapore (the national agency to promote standards, productivity and innovation) in mid-2002. SPRING invited Sunil to be a National Singapore Innovation Class (I-Class) Assessor in 2003.

In August 2003, Sunil became an independent Consultant and founded **2QS QualityQuest Solutions**. He provides training and consulting services to organisations in quality management areas, especially in the implementation of the SQA Management Framework, Innovation Class, Service Class, ISO 9001:2000 Standard and Benchmarking. He is affiliated with SPRING Singapore, Singapore Productivity Association, PSB Corporation, Singapore Civil Service College, Management Development Institute of Singapore, Enterprise Promotion Centres and other consultancy and training agencies.



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Sunil has also attended the pilot of and provided feedback for the new BE Consultant and Assessment Courses implemented by SPRING. He is also one of 11 consultants in Singapore 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/I-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 / feiting@epc.com.sg

Mr. / Mrs. / Ms / Dr: _____
Designation: _____
Company name: _____
Address: _____

Email: _____
Tel: _____
Fax: _____

Choice of Date: _____

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 or Ms Tam Fei Ting, email: feiting@epc.com.sg

<p>UNDERSTANDING THE BUSINESS EXCELLENCE NICHE STANDARD (INNOVATION)</p> <p>Dates: 16 Feb 2009 18 May 2009</p> <p>Time: 9:30 am to 5:30 pm</p> <p>Venue: EPC Training Centre</p> <p>Fees: S\$400/- per pax (excluding GST)</p> <p><i>Please note that lunch is not provided for the workshop.</i></p>
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