



Centre for Management

# PREPARING FOR INTEGRATED BUSINESS EXCELLENCE ASSESSMENT

SPRING Singapore has integrated the 4 Business Excellence (BE) Standards in Aug 2006 and the Singapore Quality Award (SQA) framework was used as the foundation to develop specific focus for the 3 Niche areas of People, Innovation and Service Excellence. With this revision, organizations can now adopt an integrated approach to align the Business Excellence & the Niche Standards within the organization.

In view of this, this workshop has been developed to provide participants with an overview of the cross linkages of the overall Business Excellence & the Niche Standards. It will also equip participants with the knowledge to manage an integrated assessment.

## WORKSHOP OBJECTIVES

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

- ❖ Understand the inter-linkages of various BE standards
- ❖ Understand the process of applying for the integrated BE certifications
- ❖ Appreciate the requirements for integrated assessment

## WORKSHOP CONTENTS

- ❖ **Overview of the Business Excellence Initiatives**
  - Business Excellence Certifications & Awards
  - Business Excellence Standards
  - Position of Standards
- ❖ **Business Excellence Scoring**
  - Scoring Dimensions
  - Scoring Guidelines
  - Rating & Scoring
  - Score Allocation
- ❖ **Overview of BE Standards (SQC/PD/I-Class/S-Class) & Inter-Linkages**
  - Leadership
  - Planning
  - Information
  - People
  - Processes (only applicable to SQC/I-Class)
  - Customers (only applicable to SQC/S-Class)
  - Results
- ❖ **Applying for Integrated BE Certifications**
  - BE Integrated Application and Assessment Process
  - Application Submission
  - Site Visit Programme

## METHODOLOGY

Lecture, Group Exercises, Discussions and Video Clippings



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## WHO IT IS FOR

Those who are involved in preparing their own organization/school for Integrated Assessment.

## 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 in-house workshops for organizations/schools can also be arranged upon request ~**

### 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: \_\_\_\_\_

### “PREPARING FOR INTEGRATED BUSINESS EXCELLENCE ASSESSMENT”

Dates: 29 Sep 2008  
28 Oct 2008  
28 Nov 2008  
23 Dec 2008

Duration: 1 day

Time: 9:00 am to 5:00 pm

Venue: EPC Training Centre

Fees: S\$480 /- (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)