

PRODUCTIVITY MANAGEMENT FOR GOVERNMENT OFFICIALS

30 SEPTEMBER TO 11 OCTOBER 2013

Sponsored by the

SINGAPORE COOPERATION PROGRAMME

under the

**SINGAPORE COOPERATION PROGRAMME TRAINING AWARD/
SMALL ISLAND DEVELOPING STATES
TECHNICAL COOPERATION PROGRAMME**

to be conducted by the

TUV SUD PSB LEARNING

Singapore Cooperation Programme

Singapore has provided technical assistance to other developing countries since the 1960s. As a country whose only resource is its people, Singapore believes that human resource development is vital for economic and social progress. Singapore itself has benefited from training provided by other countries and international organisations. Through the Singapore Cooperation Programme (SCP), Singapore can contribute to the development of other developing countries.

In 1992, the SCP was established, bringing together under one framework the various technical assistance programmes offered by Singapore. Through the SCP, the range and number of training programmes have been increased to meet the needs of developing countries.

Since 1992, Singapore has sponsored training courses and study visits for over 80,000 officials from 170 countries. The SCP is managed by the Technical Cooperation Directorate of the Singapore Ministry of Foreign Affairs.

TUV SUD PSB Learning

Headquartered in Singapore, TUV SUD PSB Learning is one of the largest training and consulting service providers in Singapore and the region, with over 30,000 individuals attending its courses annually. It was appointed a Continuous Education and Training (CET) Centre by the Workforce Development Agency (WDA) for two skills frameworks, Employability Skills and Service Excellence. Its forte lies in its keen ability to recommend, develop and implement effective training paths that support the individual growth of talent within the larger objectives of their organisation through our in-house customised solutions and public programmes.

Course Objective

The course provides participants with knowledge on strategies and frameworks for competent and effective management of productivity in their respective organisation and in Small and Medium Enterprises (SMEs).

Synopsis and Methodology

Topics to be covered are:

- Productivity and quality management frameworks
- Management of business excellence in the public sector
- Overview of Singapore's productivity movement – lessons and best practices
- Productivity Measurement
- Calculating the economic value of productivity improvements
- Implementing a total quality process
- Tools and techniques to enhance productivity
- Productivity audits
- Productivity management for SMEs
- Case study on productivity management
- Review and evaluation

Duration

The course will be held from **30 September to 11 October 2013**.

Application Information

Applicants should be:

- Mid to senior level government officials who are (i) from National Productivity Organisations; (ii) involved in productivity development activities in their organisation; or (iii) responsible for raising productivity standards of the Small and Medium Enterprise (SME) sector in their country.
- Nominated by their respective Governments
- Proficient in spoken and written English
- In good health

Terms of Award

The course is sponsored by the Government of Singapore under the Singapore Cooperation Programme Training Award and the Small Island Developing States Technical Cooperation Programme.

Under this programme, the Government of Singapore will bear the following expenses for the successful applicants, thereafter known as participants, during their training in Singapore. These expenses include:

- A daily training allowance of Forty Singapore Dollars (S\$40) from the first day to the last day of the course to cover meals and daily expenses.

[Complimentary breakfast is provided in the hotel from the first day to one day after the course];

- Transportation to course venue and site visits;
- Medical insurance for participants to cover accident and hospitalisation during their stay in Singapore in accordance with the policy of a local insurance company; and
- Accommodation for the entire duration of the course.

Note:

- (i) The recipient government will be responsible for their participants' round-trip airfares
- (ii) Participants are to bear their personal miscellaneous expenses that might be incurred prior to receiving the allowance
- (iii) Any expenses for out-patient medical/dental treatment will be borne by the participants themselves

Regulations

Participants are required to comply with the following:

- (a) Strictly observe course schedules and not miss training sessions;
- (b) Not bring any member of their family and/or aide for the duration of the course;
- (c) Carry out instructions and abide by conditions as may be stipulated by the nominating Government or the Government of Singapore with respect to the course;
- (d) Refrain from engaging in political activities, or any form of employment for profit or gain while in Singapore;
- (e) Discontinue the course, in the event they fall seriously ill and are considered unable to continue the training or have committed an improper act; and
- (f) Return to their respective home countries upon completion of the course.

Application Procedure

(Closing Date for Nomination: **29 August 2013**)

The Government of Singapore is pleased to invite the respective National Focal Points for Technical Assistance to nominate **one (1)** suitable applicant.

Where there are more applicants than training places, the selection of applicants will be based on merit. The Government of Singapore seeks the

understanding of the respective National Focal Points for Technical Assistance in the event their nominee is not selected.

All nominations are to be carried out by the respective Government Institutions, using the official application form. The application forms are to be submitted and should reach the **Ministry of Foreign Affairs, Singapore** through the National Focal Point and the Singapore Embassy in the nominating country (if any) not later than **Thursday, 29 August 2013**.

Please address the forms to:

**The Director-General
Technical Cooperation Directorate
Ministry of Foreign Affairs, Singapore
Tanglin
Singapore 248163**

Attn: Ms Siti Amira Salani
Tel: (65) 6379 8465
Fax: (65) 6479 3357
E-mail: siti_amira_salani@mfa.gov.sg

- To expedite the process, a copy of the completed application forms can be scanned and sent via e-mail or faxed to the **Ministry of Foreign Affairs, Singapore** at Fax (65) 6479 3357. The original application forms can be mailed through diplomatic or normal channels.
- All application forms should be completed in full and must bear the endorsement of the respective Ministry of Foreign Affairs or National Focal Point responsible for technical assistance.
- Incomplete application forms or forms which are not endorsed will not be accepted.
- Applicants should refrain from making telephone, fax and email inquiries on the status of their applications.
- The **Ministry of Foreign Affairs, Singapore** will inform all applicants of the outcome of their applications. Their National Focal Point will also be informed directly or through our diplomatic representations in the nominating country.
- Invited countries should only make flight arrangements for their officials after receiving the Letter of Acceptance for the course.

Information on Singapore

For more information about Singapore, you may wish to visit the Singapore Tourism Board website at **www.yoursingapore.com**

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