National Productivity Organization (NPO), Ministry of Industries and Production, Government of Pakistan in collaboration with Asian Productivity Organization, Japan is organizing International e-Learning Program on Business Excellence for Service Industry via video conferencing, linking APO Japan with Pakistan, Cambodia, Fiji, India, Indonesia, Malaysia, Mongolia & Nepal.

This program is specifically designed to promote the idea of Business Excellence and its practicalities. This program shall help participants from service industry in adopting, BE Framework and strengthen their current capabilities to become more productive. This program intends to assist service sector organizations, in introducing simple self-assessment tools & best practices of BE applications in service industry.

PROGRAM OBJECTIVES

BE is not an initiative. BE is a management philosophy based on performance improvement and surpassing stakeholder expectations. Its set of core values and concepts has over time delivered success for many organizations through its focus on achieving excellence in important factors including leadership, strategy, customer focus, information management, people, and processes. BE may be applied to boost performance in most organizations, from SMEs to large corporations, in both the private and public sectors.

➢ To expand the understanding of “Business Excellence (BE)”
➢ To promote the BE framework standards
➢ Integration into core business strategies in Service Sector
➢ Share & Exchange information on & experience in best practices in BE adoption

SCOPE
Introduction of the overall BE framework (concepts, tools, and methodologies) Best examples of key BE applications and case studies of leading BE organizations; and c. Site visit(s) and group discussion.

METHODOLOGY:

course lay out would be comprised on

- Online lectures
- Discussions
- Presentation of case studies
- Offline group exercises
- Offline assignments
- Site Visit

WHO SHOULD ATTEND

➢ Directors, Managers, Executives from the service sector or
➢ Business Excellence practitioners,
➢ Trainers & Consultants dealing with service-sector organizations.
➢ Representative from services sector ( software houses, Hospitals, Schools, Hotels etc)