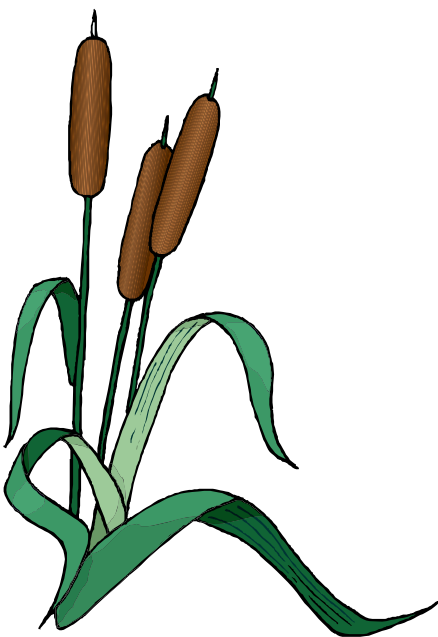


**BUSINESS
EXCELLENCE
SERIES**



Introduction To The Singapore Quality Award (SQA)

The Singapore Quality Award (SQA) management framework provides organisations with a comprehensive model that looks at all aspects of running an organisation in line with world-class companies. This model provides organisations with the principles of streamlining management, focusing on critical areas and finding linkages with the various processes and systems. The implementation of the SQA management framework will enable organisations to take the journey towards organisational excellence.

1. Course Objectives

At the end of the course, participants will be able to:

Understand the requirements of the 7 Categories in the SQA management framework

Appreciate the process of applying for the SQC/SQA

Appreciate the expectations of SQC/SQA companies

- 2. Duration** : ONE day
- 3. Who Should Attend** : Managers, Executives, Key Process Owners and all who are keen to understand the SQA Business Excellence Framework
- 4. Course Outline** :
- Introduction to the SQA management framework
 - Background to the SQA and the SQC scheme
 - The SQA Scoring System
 - Interpretation of the 7 SQA Categories
 - Overview of the linkages of the 7 SQA Categories

SQA Report Writing Workshop

The SQA evaluation process is a structured, analytical method of evaluating an organisation's performance system. Applicants need to provide objective, quantifiable responses to comprehensively describe the required approach, deployment and the results dimensions of the scoring system.

The objective of the Application Report is to allow applicants to provide information on their management systems and the results of their improvement processes for evaluation by the SQA National Assessors.

1. Course Objectives

At the end of the course, participants will be able to:

- Understand the requirements of the 7 Categories in the SQA management framework
- Appreciate the SQA application assessment process
- Understand the process of self-assessment based on the Quality Assessment Exercise using the Business Excellence Assessment for Continuous Improvement (BEACON) questionnaire
- Appreciate the expectations of SQC companies

- 2. Duration** : ONE day
- 3. Who Should Attend** : Managers, Executives, Key Process Owners and all who are keen to understand the guidelines SQA Business Excellence Framework
- 4. Course Outline** :
- Overview of SQA Framework
 - Understanding & Responding to the Award Criteria
 - Guidelines for Preparing the Application Report
 - Guidelines for Reporting Results & Trend Data
 - Guidelines for Preparing the Site Visit

SQA Internal Assessor Training

This workshop aims to help participants understand the elements of World-class organizations as defined by the Singapore Quality Award (SQA) criteria by:

- Reviewing each category, item and area to address of the criteria;
- Reviewing practices used by organizations in accordance with the criteria
- Applying the concepts through an evaluation of a fictional case study

1. Course Objectives

At the end of the course, participants will be able to:

- Have an in-depth understanding of the SQA criteria
- Use the SQA criteria to evaluate and benchmark your organisation against World-Class management principles
- Learn the skills to organise and implement a self-assessment using the SQA criteria to identify systems and results
- Develop improvement plans that can help move an organisation towards world-class levels

- 2. Duration** : TWO/THREE days
- 3. Who Should Attend** : Executives, Managers, and Quality Professionals who are involved in organisational development and continuous improvement
- 4. Course Outline** :
 - Introduction to the SQA
 - The award process
 - Scoring dimensions
 - Scoring ranges
 - Characteristics of the award
 - SQA & ISO 9000
 - Core Values
 - Introduction to Case Studies
 - Interpretation of the 7 SQA Categories
 - Critical system linkages
 - Successful self-assessment planning & management of the project
 - Scoring Exercises

Preparing For The Singapore Quality Class (SQC)

The Singapore Quality Class (SQC) scheme was introduced to recognise organisations that have embraced the SQA management framework and have shown a commendable level of performance.

This scheme would then allow organisations to further improve themselves to meet world-class standards.

1. Course Objectives

At the end of the course, participants will be able to:

Understand the requirements of the 7 Categories in the SQA management framework

Appreciate the SQC application assessment process

Understand the process of self-assessment based on the Quality Assessment Exercise using the Business Excellence Assessment for Continuous Improvement (BEACON) questionnaire

Appreciate the expectations of SQC companies

2. Duration : ONE day

3. Who Should Attend : Managers, Executives, Key Process Owners and all who are keen to understand the SQC requirements

4. Course Outline :

- Introduction to the SQA management framework
- Background to the SQC scheme
- The SQC Scoring System
- Interpretation of the 7 SQA Categories
- How to conduct a self-assessment using the BEACON questionnaire
- Preparation for site visit by assessors
- What is expected of organisations applying for the SQC