

## **PRODUCTIVITY MANAGEMENT FOR PUBLIC SERVICE OFFICIALS**

**20 TO 24 JULY 2015**

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

**SERVICE QUALITY CENTRE, SINGAPORE**

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### **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.

In 1992, the Singapore Cooperation Programme (SCP) was established to bring together under one framework the various technical assistance programmes offered by Singapore. Through the SCP, the range and number of training programmes were increased to share Singapore's development experience with other developing countries. To date, Singapore has sponsored training courses and study visits for over 90,000 officials from more than 170 countries. The SCP is managed by the Technical Cooperation Directorate of the Singapore Ministry of Foreign Affairs.

### **Service Quality Centre**

The Service Quality Centre is an integrated training and consultancy provider renowned for its holistic approach towards developing strong capabilities and competencies in people. It is backed by a robust heritage spanning over 50 years of experience as a soft skills specialist and a hard skills expert.

The Service Quality Centre utilises its extensive experience in hard skills training to deliver quality- and productivity-related training solutions that enable organizations to reach peak business performance by enhancing their key business processes.

### **Course Objectives**

This programme aims to provide participants with knowledge and policy development skills in quality and productivity management from a public sector perspective. It would also equip participants with a pragmatic approach towards mapping out implementation strategies and programmes to

- (f) Return to their respective home countries upon completion of the course.

### Application Procedure

(Closing date for nomination: **8 June 2015**)

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


Selection of candidates will be based on merit. Should there be more applicants than training places, the Government of Singapore seeks the understanding of the respective National Focal Points for Technical Assistance in the event that its nominee(s) is not selected.

All nominations are to be submitted 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 not later than **Monday, 8 June 2015**.

Please address the forms to:

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

**Attn: Ms Khui Joo Ying  
Tel: (65) 6379 8452  
Fax: (65) 6479 3357  
E-mail: khui\_joo\_ying@mfa.gov.sg**

- 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.
  - Flight arrangements are only to be made upon receipt of the Letter of Acceptance to the course.
- Information on Singapore**
- For more information about Singapore, you may wish to visit the Singapore Tourism Board website at [www.yoursingapore.com](http://www.yoursingapore.com)
-  **Follow us at**  
**SCP Friends**
- .....
- To expedite the process, a copy of the completed application forms can be scanned and sent via e-mail/fax to the **email address/fax number stated above**. 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.