



Asia-Pacific Business Excellence Standard Academy 亞太卓越企業標準協會

A non-profit organization registered under the HKSAR Company Ordinance

#1-10, Level 2, Belair Monte, 3 Ma Sik Road, Fanling, NT, Hong Kong.

Tel: +852-2144-4648 Fax: +852-3005-4820 www.apbest.org admin@apbest.org

Founder: Prof. Sam Ho 何廣明教授, FIQA, IRCA, EQAA, HK5SA, ICIT, Distinguished Professor in BE

Asia-Pacific Business Excellence Standard (APBEST) Award Outline & Application

1. Vision of the APBEST Academy

Enable organizations in the Asia-Pacific countries to improve their Corporate Governance and achieve Business Excellence through the most pertinent Business Excellence Standard (BEST).

2. Missions of the APBEST Academy

- M1:** Promote primarily to Australia, China, HKSAR, Indonesia, Macau, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand enterprises, the three most popular Business Excellence Standard (BEST) Awards in the world today – European Quality Award (EQA), Japan Deming Prize (JDP) and Malcolm Baldrige National Quality Award (MBNQA).
- M2:** Help enterprises to select and synthesize their own BEST based on any one of the three global standards or a combination of features that are most beneficial to their corporate governance.
- M3:** Coordinate with a team of renowned experts in the three types of BEST award from the three regions to give unbiased judging and advisory services to organisations & individuals who want to be considered for a **APBEST Award**.
- M4:** Retain a small team of Asia-Pacific experts in the Judging Panel to provide the “think global – act local” dimension for the APBEST Award contesters.
- M5:** Disseminate, through Internet & conferences, the APBEST Cases to enterprises in the region with a purpose to excel in their own business sector.

3. BEST Criteria Overview

BEST (#)	EQA (see Fig. 1)	MBNQA (see Fig. 2)	JDP
Commence	1992	1989	1951
Website	www.efqm.org	www.quality.nist.gov	www.deming.org
Criteria Grouping	E1: Leadership (100)	M1: Leadership (120)	J2: Organisation & Operation
	E2: Policy & Strategy (80)	M2: Strategic Planning (85)	J1: Policy
	E3: People (90)	M5: Human Resource Focus (85)	J3: Education & Training
	E4: Partnership & Resources (90)	M3: Customer & Market Focus (85) M4: Measurement, Analysis & Knowledge Management (90)	J4: Collection & Use of Information
	E5: Processes (140)	M6: Process Management (85)	J6: Standardisation J8: Quality Assurance
	E6: People Results (90)	M7: Business Results (450)	J5: Analysis
	E7: Customer Results (200)		J7: Control
	E8: Society Results (60)		J9: Effect
E9: Key Performance Results (150)		J10: Planning for the Future	
Total Checkpoints	33	19	70
Total Max. Score	1,000	1,000	N.A. – As the organizer, JUSE*, believes all criteria are important.
Award Presented by	Prime Minister of each European Nation	President of USA	JDP – Prime Minister Quality Medal – Emperor

* Japan Union of Scientists and Engineers

Another meaning of BEST is to “Bring Everybody’s Strengths Together”. Therefore, organisations should adopt and adapt the best criteria meeting the specific needs of their customers.

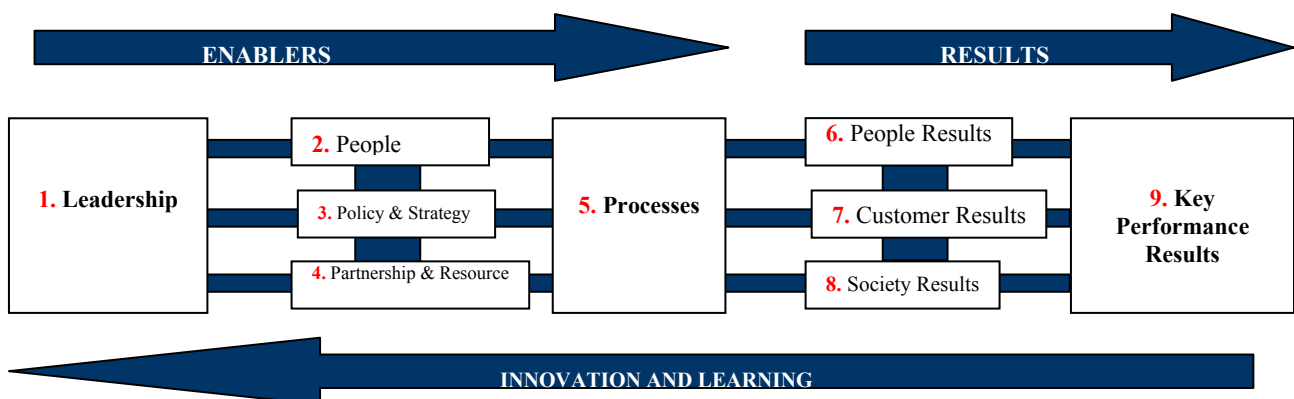


Fig.1: EQA Criteria

**Organizational Profile:
Environment, Relationships and Challenges**

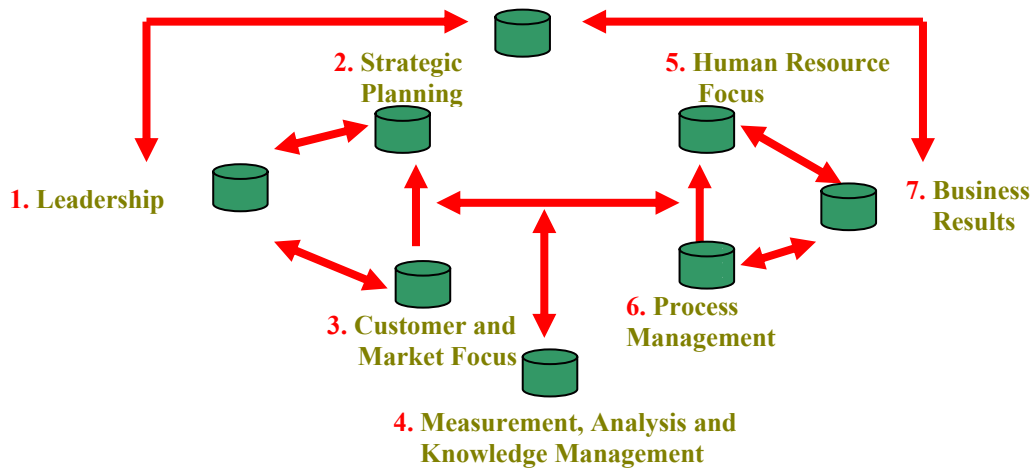


Fig. 2: MBNQA Criteria

From the Governance Metrics International (USA) research report based on 3,000 enterprises in 23 countries released in 3/2004, the top three countries with the best overall Corporate Governance measures are: **UK, Canada & USA**. (Visit <http://www.gmiratings.com/>). This is a good reflection that the EQA & MBNQA criteria had contributed to the corporate governance best practices globally.

4. Award Categories

BEST based on the →	EQA Criteria	MBNQA Criteria	JDP Criteria
APBEST			
Large (> 200 employees)	Winner(s) + Merits	Winner(s) + Merits	Winner(s) + Merits
SME (<= 200 employees)	Winner(s) + Merits	Winner(s) + Merits	Winner(s) + Merits
Individual	N.A.	N.A.	Winner * + Merits
APBEST – Sector #			
Large (> 200 employees)	Winner	Winner	Winner
SME (<= 200 employees)	Winner	Winner	Winner
APBEST – Individual	N.A.	N.A.	Winner * + Merits

* As this category only recognizes the distinguished individual who has made profound contributions to the field of TQM in the Asia-Pacific region, the winner for this Award need not be given, if there were no suitable candidates.

When the number applications for a particular industry exceeds 3, a Sector Award will also be given for that sector.

5. Board of Examiners (BoE)

(Although over 90% of the listed persons below have agreed to join, this list is subject to final confirmation.)

European Quality Award (EQA) Panel	
Denmark	Prof. Peter Neergaard (Prof. of Quality, Copenhagen Business School & Research Fellow at Stanford & Cambridge U.)
Finland	Prof. Taina Savolainen (University of Joensuu, Finish Quality Award Examiner)
France	Mr. Alain-Michel Chauvel (Quality Management Director, Bureau Veritas)
Sweden	Prof. Bengt Klefsjo (Organiser, Swedish Quality Awards & Prof. of Quality & Environment Mgt., Luleå Univ. of Tech.)
UK	Prof. Pervaiz K Ahmed (Chair in Management, Wolverhampton Business School) Prof. Mohamad Zairi (Director, European Centre for TQM, Uni. of Bradford & Editor for 5 Int. Journals)
Malcolm Baldrige National Quality Award (MBNQA) Panel	
Canada	Mr. George Laszlo (Founding Partner, Canadian Quality Award & Associate, National Quality Institute)
USA	Prof. Douglas Hensler (W. Edwards Deming Professor, Uni. of Colorado at Boulder) Prof. John Aje (Associate Dean, Uni. of Maryland Graduate School & Examiner, MBNQA)
Japan Deming Prize (JDP) Panel	
Japan	Prof. Yoji Akao (Founder for QFD and Chairman, International Council for QFD) Prof. Yoshio Kondo (Ex-President, Int. Academy for Quality., Deming Prize Winner & JDP Examiner)
Asia-Pacific Panel	
Australia	Prof. Alan Brown (Head, School of Management, Edith Cowan University) Prof. John Dalrymple (Director, Centre for Management Quality Research, RMIT Uni.)
China	Prof. Yuan-Zhang Liu (Academician, Int. Academy for Quality, Co-chair, 10-ICIT) Prof. Xiao-Fen Tang (President, Shanghai Academy for Quality Mgt., Examiner, China Quality Award) Prof. Neng-Quan Wu (Director of Enterprise Management Research Centre, Zhong Shan University)
HKSAR	Dr. Yuk-Kao Chan (President, Six Sigma Institute and Chairman, HK Quality Management Association) Dr. Koon-Keung Li (CEO, Management Development Resources Centre & 6-σ Master Black-belt) Dr. Nicolas S.Y. Yeung (CEO, Construction Industry Institute)
Japan	Mr. Hiromi Miyanishi (Director, Japan Chemical Quality Assurance Ltd.)
Korea	Prof. Kwang-Jae Kim (Industrial & Management Engg., Pohang University of Science and Technology)

Malaysia	Dr. Mohd Azman Idris (<i>Head/Principal Consultant, Standard & Industrial Research Institute of Malaysia</i>)
New Zealand	Dr. Siham Elkafafi (<i>Management Dept., Manukau Business School, Manukau Institute of Technology</i>) Dr. Robin Mann (<i>Director, Centre for Organizational Excellence Research, Massey University</i>)
Philippines	Dr. Miflora M. Gatchalian (<i>CEO, Quality Partners & Secretary-General Emeritus, Asian Pacific Quality Organization</i>)
Singapore	Mr. Sean Shao (<i>Principal Consultant, Productivity & Standard Board, Singapore Government</i>)
Taiwan	Prof. Ching-Chow Yang (<i>Examiner of the National Quality Award (Taiwan) for 15 years</i>)
Thailand	Prof. Prasert Suttiprasit (<i>Chief Expert, Sukhothai Thammathirat Open University & Thai Award Examiner</i>) Dr. Ladawan Krasachol (<i>Ag. Director of Policy & Planning, National Sc. & Tech. Development Agency</i>) Dr. Tritos Laosirihongthong (<i>Assistant Prof., Faculty of Engineering, Thammasat University</i>)

6. **Patrons** (The following list is subject to regular update.)

6.1 Senior Government Officials

- Mr. Benjamin Tang, Director of Audit, HKSARG

6.2 University Presidents/Deans

- Prof. Simon Ho, Dean, School of Business, HK Baptist University

6.3 Chairman/CEO of Prominent Professional Bodies in HKSAR/China

- Mr. Jason Chu, Chairman, Asia Pacific Customer Service Consortium, etc.

7. **Supporting Organisations**

7.1 Supporting Organizations in the Asia-Pacific Region (in alphabetical order):

- Asia Pacific Customer Service Consortium, A-P www.apcsc.com
- Chung Yuan Christian University, Taiwan www.cycu.edu.tw
- Edith Cowan University, Perth, Australia www.ecu.edu.au
- Enterprise Management Research Centre, Zhong Shan University, China www.zsu.edu.cn
- HK 5-S Association, HKSAR www.hk5sa.com
- HK Baptist University, HKSAR www.hkbu.edu.hk
- International Council for Quality Function Deployment www.icqfd.org
- Kyoto University, Japan www.kyoto-u.ac.jp
- Managing Service Quality Journal, A-P www.emeraldinsight.com
- Manukau Institute of Technology, New Zealand www.manukau.ac.nz
- Massey University, New Zealand www.massey.ac.nz
- National Sc. & Tech. Development Agency, Thailand www.nstda.or.th
- Productivity & Standard Board, Singapore www.psb.gov.sg
- Royal Melbourne Institute of Technology, Australia www.rmit.edu.au
- Shanghai Association for Quality Management, China www.saq.org.cn
- Standards & Industrial Research Institute of Malaysia www.sirim.my
- Thailand Quality Award Council, Thailand www.tqa.or.th
- Thammasat University, Thailand www.tu.ac.th

7.2 Sponsors from prominent enterprises in the following economic sectors:

- Banking & Financial Services
- Building & Construction
- Education & Health Services
- Hotel & Tourism Services
- Information Technology
- Manufacturing
- Property Development & Management
- Restaurant Trade
- Utilities & Public Sector



8. **APBEST-2005 Timeline**

Date	Critical Step	APBEST Action	Remark
Apr 05	Invitation to apply for the APBEST Award	Website and Promotional Materials ready for distribution	Publicity through various media in the A-P regions
30 Sep 05	Initial Submission Deadline	1 st Screening by the Board of Examiners (BoE) in their home countries	Feedback Report of 1 st Screening Results on: 24 Oct 05
30 Nov 05	Final Submission in PDF format	Document Assessment by the BoE in their home countries	Feedback Report of 2 nd Screening Results on: 31 Dec 05
9-11 Jan 06	Presentation Workshop	Each Shortlisted Applicant will give a 30-min. presentation + Q&A to the BoE	Notification of 2 nd Screening Results on: 11 Jan 06
12-13 Jan 06	Site Visit	Verification conducted by the BoE on site of the 2 nd Screening candidates	Notification of 3 rd Screening Results on: 13 Jan 06
14 Jan 06	Final Interview	Interview sessions will be conducted by the BoE on the 3 rd Screening candidates before deciding on the Award results	Distribution of Feedback Reports to 2 nd & 3 rd Screening candidates on: 31 Jan 06
10-12 Apr 06	11-ICIT + APBEST Award Dinner	3-Day Conference incorporating the Award Dinner in HKSAR	Conference Proceedings with all APBEST Case Studies

9. History of the APBEST Academy

The APBEST Academy is a non-profit organisation registered under the HK Company Ordinance. It was founded by Prof. Sam Ho who was the first Professor in Strategic and Quality Management, and the first Chinese Professor in Management in the UK.

Prof. Sam HO 何廣明教授 *PhD(Mgt.), FIQA, EQA Assessor, Mob: +852-9128-9204, samho@apbest.org*



- ◆ Oshikawa Fellow of the Asian Productivity Organization (86-87),
- ◆ Asian Development Bank Quality Expert to the Malaysian Government (93-94),
- ◆ Chairman of the 1st-11th "**International Conference on ISO 9000 and TQM - ICIT**" (96-06),
- ◆ Author of over 100 papers & 20 books, including "TQM: An Integrated Approach" (#), which has been translated into 5 languages,
- ◆ Professor of Strategy & Quality, Luton Business School, UK (96-97),
- ◆ Professor of Strategic & Quality Management, International Management Centres, UK,
- ◆ Visiting Professor in TQM at Uni. of Paisley (UK), RMIT (Australia) & Vaxjo (Sweden),
- ◆ Distinguished Professor in Business Excellence, Zhong Shan University (1st in China),
- ◆ Dean, ABA/BA(Hons.) Programmes, Hang Seng School of Commerce/Coventry University, HK,
- ◆ Consultant and Trainer for over 80 firms for ISO 9000 & 5-S implementation,
- ◆ Director of HK 5-S Campaign & Founder Chair of the HK 5-S Asso. with over 10,000 members.

ICIT	Host (around April every year since 1996)	Theme	Papers	Delegates	Countries
1	Leicester Business School, De Montfort Uni., UK	Inaugural	45	80	10
2	Luton Business School, Luton University, UK	Business Excellence	75	100	12
3	School of Business, HK Baptist University, HK	ISO 9000 & TQM	104	160	18
4	School of Business, HK Baptist University, HK	TQM & Innovation	130	180	20
5	Productivity Quality Research Centre, NUS, Singapore	Action 2000: Imperatives for Change	119	160	26
6	Paisley Business School, Uni. of Paisley, Scotland	Integrated Management	95	150	21
7	Centre for Mangt. Quality Research, RMIT, Australia	Change Management	160	250	29
8	National Quality Institute, Montreal, Canada	Business Excellence	84	150	24
9	Foundation for TQM Promotion in Thailand	TQM Best Practices	80	280	20
10	Shanghai Academy for Quality Management	TQM & 6-sigma for Competitiveness	150	300	26
11	APBEST Academy – HK (10-12/4/2006)	TQM via APBEST			

Through a series of research [Ho, 2004], the author developed a TQM model named as the TQMEX. It stands for **TQM EX**cellence Model, which can be summarized as follows:-

TQMEX*: **5-S*** → **(ISO 9000 + ISO 14001 + 5S-6σ*)** → **CSQS** → **APBEST***

* Developed by the Author

5-S = Structuralise, Systematise, Sanitise, Standardise & Self-discipline [Ho 1995; www.hk5sa.com]

CSQS = Customer Service Quality Standard from “Asia-Pacific Customer Service Consortium” [Chu 04; www.apcsc.com]

5S-6σ = Using 5-S as a tool for 6-Sigma [Breyfogle, 2001 & Ho, 2004; www.hk5sa.com/icit]

10. Proceedings and Publications The summary of each winning document submitted will be presented at the **Award Conference** and printed in a bound Conference Proceedings (+ CD-ROM, incorporating the full paper and the Powerpoint presentation) called “**APBEST-1 Case Presentations**”, a copy of which will be provided to each participant. Style sheets for submission to the proceedings will be sent to you duly. In addition, accepted papers will be automatically considered for publication by the Editors of some of the international journals listed below.

Editor	Journal	Editor	Journal
Prof. Pervaiz K Ahmed	• European Journal of Innovation Management	Prof. Sam Ho	• Managing Service Quality Journal (Ex-Editor & Asian-Pacific Editor)
Prof. D. Hussey	• Journal of Strategic Change	Prof. G. Vinten	• Managerial Auditing Journal
Prof. John Peter	• Logistic Information Management • Management Decision Journal • The Learning Organisation Journal • Workplace Learning Journal	Prof. Mohammed Zairi	• Business Process Management Journal • Int. Journal of Health Manpower Mangt. • Quality Focus Journal • TQM Magazine

11. Application Form

Please download it from www.apbest.org (Applications in other Asian Languages are also acceptable to APBEST Academy, despite English is preferred.)

~ Thank You ~