



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

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Founder: Prof. Sam Ho 何廣明教授, FIQA, EQAA, HK5SA, Speaker-Oxford U., Dist. Prof., SYSU.

2018/19 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).



Government established • Financially independent

2. Missions of the APBEST Academy

Key Supporting Organisation

- 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 Baldrige National Quality Award (BNQA).
- 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.

3.1 BEST Criteria Overview

BEST (#)	EQA (see Fig. 1)	BNQA (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: Strategy (100)	M2: Strategic Planning (85)	J1: Policy
	E3: People (100)	M5: Workforce Focus (85)	J3: Education & Training
	E4: Partnerships & Resources (100)	M3: Customer Focus (85) M4: Measurement, Analysis & Knowledge Management (90)	J4: Collection & Use of Information
	E5: Processes, Products & Services (100)	M6: Operations Focus (85)	J6: Standardisation J8: Quality Assurance
	E6: Customer Results (150)	M7: Results (450)	J5: Analysis
	E7: People Results (100)		J7: Control
	E8: Society Results (100)		J9: Effect
E9: Key Results(150)		J10: Planning for the Future	
Total Checkpoints	32	17	63
Total Max. Score	1,000	1,000	N.A. – As JUSE* believes that all criteria are equally 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

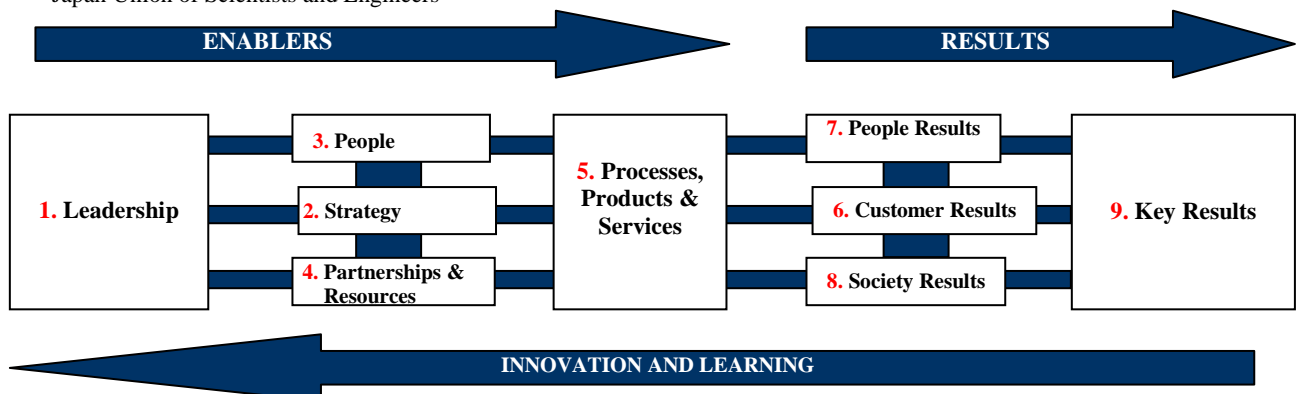
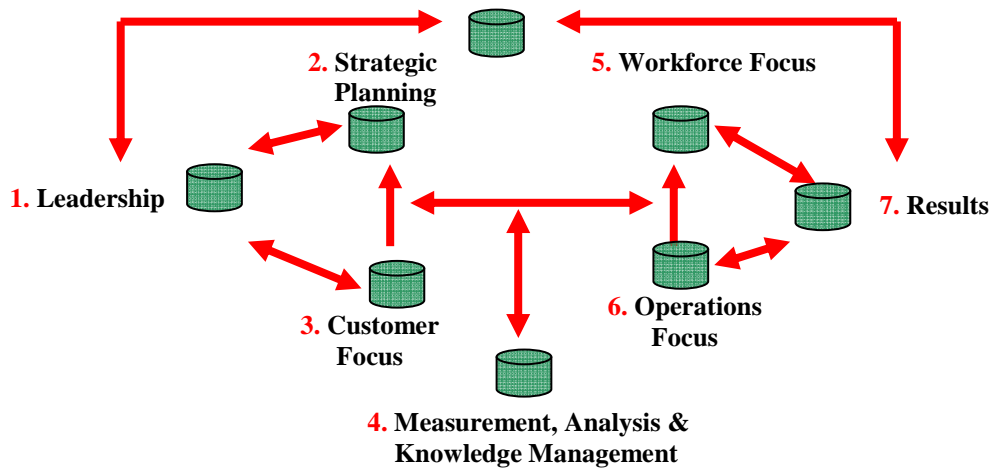


Fig.1: EQA Criteria-2018 (Each criterion worths 100 points, except 6. & 9. which worths 150 points each)

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



4.1 Awards for Corporations – According to the EQA, BNQA or JPD Criteria *

C-1	BEST Manufacturing in A-P	C-7	BEST Logistics in A-P	C-13	BEST IT Industry in A-P
C-2	BEST Construction in A-P	C-8	BEST Retail in A-P	C-14	BEST Education Services in A-P
C-3	BEST Property Dev. in A-P	C-9	BEST Restaurant in A-P	C-15	BEST Social Services in A-P
C-4	BEST Property Mgt. in A-P	C-10	BEST Hotel in A-P	C-16	BEST Healthcare in A-P
C-5	BEST Banking in A-P	C-11	BEST Tourism in A-P	C-17	BEST Service Industry in A-P
C-6	BEST Finance in A-P	C-12	BEST Telecom in A-P	C-18	BEST Utilities in A-P

* The highest mark corporation will also be awarded “**APBEST Grand Award – EQA, BNQA or JDP**”.

4.2 Awards for Individuals – According to the EQA Criteria

I-1	APBEST Leader	I-4	APBEST Partnership Driver	I-7	APBEST People Result Achiever
I-2	APBEST Strategist	I-5	APBEST Operation Driver	I-8	APBEST Society Result Achiever
I-3	APBEST People Developer	I-6	APBEST Customer Result Achiever	I-9	APBEST KPI Achiever

5. Board of Examiners (BoE) – Mainly from the Keynote Speakers of the ICIT (see S.10 below)

European Quality Award (EQA) Panel	
<i>Finland</i>	1. Prof. Taina Savolainen (<i>Professor, University of Joensuu, Finnish Quality Award Chief Examiner</i>)
<i>Spain</i>	2. Dr. Palmira Fresno Lopez (<i>VP, Spanish Society for Quality & Spanish Quality Award Chief Examiner</i>) 3. Dr. Fernando Gonzalez (<i>Ex-Head, Neuro-surgery & QA, Hospital Central de Asturias & EQA Examiner</i>)
<i>UK</i>	4. Prof. Ray Loveridge (<i>Professor Emeritus, Said Business School, Oxford University</i>) 5. Prof. John Dalrymple (<i>Professor in TQM, Swinburne University & Scottish Quality Award Examiner</i>)
Baldrige National Quality Award (BNQA) Panel	
<i>Canada</i>	6. Mr. George Laszlo (<i>Founding Partner & Canadian Quality Award Chief Examiner</i>)
<i>USA</i>	7. Prof. Douglas Hensler (<i>Dean, W. Frank Barton School of Business, Wichita State U. & BNQA Examiner</i>)
Japan Deming Prize (JDP) Panel	
<i>Japan</i>	8. Prof. Noriaki Kano (<i>Founder of Voice Of Customer - VOC, JDP Winner</i>)
Asia-Pacific Panel	
<i>Australia</i>	9. Chair Prof. John Hamilton (<i>Academic Head Management & Governance, James Cook University</i>)
<i>China</i>	Prof. Xiao-Fen Tang (<i>President, Shanghai Academy for Quality Mgt., China Quality Award Examiner</i>)
<i>HKSAR</i>	Mr. Ben Tsang (<i>VP, SGS HK-China</i>) Dr. Nicolas S.Y. Yeung (<i>Ex-CEO, Construction Industry Institute</i>)
<i>Malaysia</i>	Dr. Mohd Azman Idris (<i>Senior General Manager, SIRIM Berhad & Malaysian Quality Award Examiner</i>)
<i>Philippines</i>	Dr. Miflora M. Gatchalian (<i>CEO, Quality Partners & Secretary-General Emeritus, Asian Pacific Quality Organization</i>)
<i>Singapore</i>	Mr. Sean Shao (<i>Principal Consultant, SPRING, Singapore Government</i>)
<i>Taiwan,RoC</i>	Prof. Ching-Chow Yang (<i>Taiwan Quality Award Examiner</i>)
<i>Thailand</i>	Prof. Prasert Suttiprasit (<i>Chief Expert, Sukhothai Thammathirat Open U. & Thailand Quality Award Examiner</i>)



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

- **Ms. Angel Chan**, CEO, Squina Int. Group Ltd. & Honorary Founder President, APBEST Academy
- **Mr. Moses Cheng**, Chairman, Education Commission & Founder Chair, HK Institute of Directors
- **Prof. John Leong**, Chairman, Hospital Authority of HK
- **Ms. Lili Tsang**, Principal, Danse A. Lili Ballet Academie

7. Supporting Organisations

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

- Asia-Pacific Customer Services Consortium 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, SYS University, GZ, China www.sysu.edu.cn
- HK Institution of Certified Auditors www.hkica.org
- Int. 5-S Org. & HK 5-S Association, HKSAR www.hk5sa.com
- International Council for Quality Function Deployment www.icqfd.org
- Malaysian Productivity Organization www.mpc.gov.my
- Massey University, New Zealand www.massey.ac.nz
- Productivity & Standard Board, Singapore www.psb.gov.sg
- Royal Melbourne Institute of Technology, Australia www.rmit.edu.au
- SGS (HK) Ltd. www.hk.sgs.com
- Shanghai Association for Quality Management, China www.saq.org.cn
- SIRIM Berhad www.sirim.my
- Thailand Quality Award Council, Thailand www.tqa.or.th



8. 2018 APBEST Award Timeline

Date	Critical Steps	APBEST Action	Remark
Jun 2018	Invite outstanding organisations to apply the APBEST Award	Website and Promotional Materials ready for distribution	Publicity through various media in the A-P regions
31 Oct 2018	Document Submission in pdf format (max. 100 pages A-4)	Assessed by the Board of Examiners (BoE) in their home countries	Feedback Report on: 30 Nov 2018
10-14 Dec 18	Presentation & Site Visit (0.5 to 1 day / firm)	<ul style="list-style-type: none"> ● Each Candidate firm will give a 1-hour PPT presentation to the BoE followed by 1-hour Q&A ● Verification conducted by the BoE on-site of the Candidates 	<ul style="list-style-type: none"> ● BoE assess the presentation and decide on site visit issues ● BoE verify results based on sample evidence on site
15 Dec 2018	Final Decision	Final Decision session conducted by the BoE before deciding on the Award results	Distribute Feedback Reports to Candidates on: 22 Dec 2018
Feb 2019 (t.b.c.)	APBEST Award Dinner	2018/19 Award Dinner to be held in an A-P Country	APBEST Winners' case summary reported in newspaper

9. Examples of past APBEST Award Winners (Video & Newsclips available at www.APBEST.org)

- 9.1 **Grand Award Winners** – **HK Housing Society; Kalmar A-P Operation (10 countries in A-P); Queen Elizabeth Hospital (HK) ; HK Housing Authority – Dev. & Const. Division & University Tenaga Nasional (Malaysia)**
- 9.2 **BEST Education in A-P** – **Hang Seng Management College (HK) & SCPE - HK Institute of Education**
- 9.3 **BEST Entertainment in A-P** – **Neway Karaoke Box Ltd. (HK, Macau, China & Malaysia)**
- 9.4 **BEST Facility Management in A-P** – **Semasa Sentral Sdn Bhd. (Malaysia)**
- 9.5 **BEST Health & Beauty in A-P** – **Squina International Holdings Group Ltd. (Japan, HK, China & Macau)**
- 9.6 **BEST Hotel in A-P** – **Royal Garden Hotel, Dongguang, China**
- 9.7 **BEST Manufacturing in A-P** – **Manfield Coatings Ltd. (China & HK); Uchiya Ltd. (HK, Japan & China) ; Ri Yong-JEA Gate Electric Co. Ltd. (HK & China) & Light Engine Ltd. (HK & China)**
- 9.8 **BEST Mining in A-P** – **Zhaojin Mining Industry Co. Ltd. (China & HK)**
- 9.9 **BEST Property Mgt. in A-P** – **Well Born Real Estate Mgt. Ltd. & Hang Yick Property Mgt. Co. Ltd. (HK)**
- 9.10 **BEST Restaurant in A-P** – **Tin-Tin Seafood Harbour Group (China) & Crystal Jade Culinary Concepts Holding (10 countries in A-P)**
- 9.11 **BEST Services in A-P** – **Anzi Domestic Helper Services (China)**
- 9.12 **BEST Social Services in A-P** – **Yayasan Pahang (Malaysia)**

10. History of the APBEST Academy (AA)

The APBEST Academy is a non-profit organisation registered under the HK Company Ordinance. It was founded in 2005 by Prof. Sam Ho who was the **first** Professor in Strategic and Quality Management in the UK.

* **Prof. Sam HO** *PhD(Mgt.), FIQA, EQA Examiner, Mob/WS/WC: +852-9128-9204, samkmo@gmail.com*



- ◆ Oshikawa Fellow of the Asian Productivity Organization (86-87),
- ◆ Asian Development Bank Quality Expert to the **Malaysian Government** (93+),
- ◆ Chairman of the 1st-23rd "**International Conference on ISO and TQM - ICIT**" (96-19),
- ◆ Professor of Strategy & Quality, Luton Business School, UK (96-97),
- ◆ Research Associate, Judge Business School, **Cambridge University**, UK (96-97),
- ◆ Guest Speaker, Said Business School, **Oxford University**, UK,
- ◆ Professor of Strategic & Quality Management, International Management Centres, UK,
- ◆ Visiting Professor in TQM at Uni. of Paisley, RMIT, Linnaeus, **HKU, CUHK, PKU & THU**,
- ◆ **Distinguished Professor** in Business Excellence, SYS University (1st in China),
- ◆ Consultant and Trainer for over 200 firms for ISO 9001 & 5-S implementation,
- ◆ Founder Chair of the IISO/HK5SA & AA with over 20,000 members world-wide.
- ◆ Author of over 100 papers & 20 books, including "TQM: An Integrated Approach", in 5 languages

- ◆ Ex-editor, Managing Services Quality Journal (*ranked 'B-grade' by the Australian & HK Research Council*)
- ◆ Best Paper Awards – TQM Journal, Journal of Workplace Learning; ICIT & CCHR Conference
- ◆ Google Scholar -- http://scholar.google.com/citations?hl=en&user=k_vQN0AAAAJ > **1,700** citations

ICIT	Year	Host (Every year since 1996, except 2009 – cancelled at Egypt due to Gaza War in the middle East)	Theme	Papers	Delegates	Countries
1	96	Leicester Business School, De Montfort Uni., UK	Inaugural	45	80	10
2	97	Luton Business School, Luton University, UK	Business Excellence	75	100	12
3	98	School of Business, HK Baptist University, HK	ISO 9000 & TQM	104	160	18
4	99	School of Business, HK Baptist University, HK	TQM & Innovation	130	180	20
5	00	Productivity Quality Research Centre, NUS, Singapore	Action 2000: Imperatives for Change	119	160	26
6	01	Paisley Business School, Uni. Of Paisley, Scotland	Integrated Management	95	150	21
7	02	Centre for Mangt. Quality Research, RMIT, Australia	Change Management	160	250	29
8	03	National Quality Institute, Montreal, Canada	Business Excellence	84	150	24
9	04	Foundation for TQM Promotion in Thailand	TQM Best Practices	80	280	20
10	05	Shanghai Academy for Quality Management, China	TQM & 6-sigma for Competitiveness	150	300	26
11	06	AA & HSSC, HK	TQM & Corporate Governance	85	150	25
12	07	AA & Nat. Chin-Yi Uni. of Tech., RoC	Going for Gold	68	120	18
13	08	AA & SIRIM, MPC & UiTM, Malaysia	Innovation for Competitiveness	77	220	25
14	10	AA & University of Scranton, USA	Lean Management	55	100	20
15	11	AA, UNITEN, SIRIM, MPC & UiTM	Sustainable Development via Innovation	98	160	21
16	12	AA, HKBC & Linnaeus U., Sweden	ISO, TQM & Patient Care Quality	44	60	15
17	13	AA & U. Tech. Sydney	Innovation for Sustainability & O. D.	37	50	13
18	14	AA, UiTM-Sarawak & SIRIM	Enhancing Productivity via Best Practice	56	200	17
19	15	AA & Kenya Institute of Management	TQM for African Development	34	90	13
20	16	AA & University of Buraimi, Oman	ISO & TQM for Sustainable Org. Dev.	32	80	15
21	17	APBEST Academy & Beijing Normal U ~ ZH Campus	ISO & TQM for OROB's Sustain. Dev.	37	100	11
22	18	APBEST Academy & Honors College, BITZH Campus	ISO & TQM Culture Harmon. for OBOR	34	100	8

11. Proceedings and Publications

The summary of each winning document submitted will be presented at the **Award Conference**. A newspaper release and bound Conference Proceedings (by **Newspaper**) called "**2018-APBEST Award Case Presentations**", will be produced. A master set 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. Sam Ho	• Managerial Auditing Journal (Sub-Editor)
Prof. John Peter	• Logistic Information Management • Management Decision Journal • The Learning Organisation Journal	Prof. Mohammed Zairi	• Business Process Management Journal • Int. Journal of Health Manpower Mangt. • Quality Focus Journal

12. Application Form & Enquiry

Please download this updated Leaflet and Form from www.apbest.org (Applications in **other Asian Languages** are also acceptable to the APBEST Academy, despite English is preferred.)

FEES: Inclusive of Feedback on Submission, Site-visit, and a Table for 12 at the Award Dinner) = **US\$15,000**

[For organisations with =< 100 employees, they need only pay **US\$12,000**]

For further enquiry, please call: **+852-9300-0036 Dr. Anthony Chan, Principal Advisor, AA.**

~ Thank You ~