



**ENHANCED CERTIFIED PRODUCTIVITY PRACTITIONER COURSE**

**ABOUT ECPP**

The Enhanced Certified Productivity Practitioner (eCPP) programme is a signature programme of the Singapore Productivity Association designed to build capability in companies and organisations to develop lean solutions, roadmaps and implement improvements.

**OUR BACKGROUND**

Since 2010, SPA successfully trained some 250 participants in the Certified Productivity Practitioner (CPP) programme. These participants have embarked on projects, in some cases achieving improvements by up to 3 times in the process area undertaken.



Through feedback and suggestions received from these participants, SPA has further improved the course structure and developed the eCPP programme. SPA receives support and training subsidy from the Singapore Workforce Development Agency (WDA) to train and guide participants through their lean projects.

The eCPP programme espouses our signature approach of Lean, Innovate & Apply.



**Learn to analyse productivity issues**



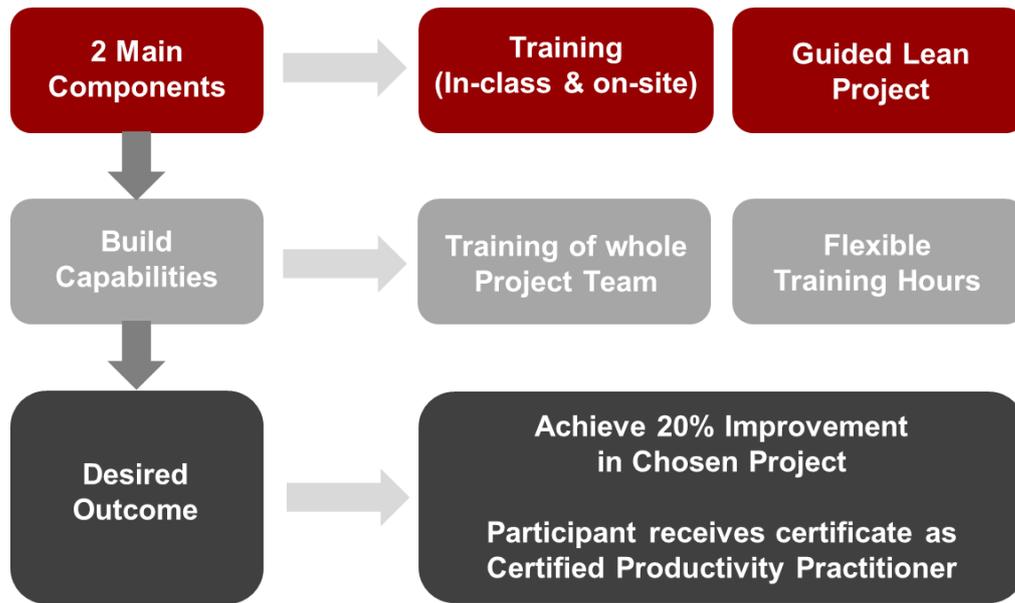
**Develop and implement solution with project guidance**



**Enhance business and productivity performance**



## ECPP OVERVIEW



### 1. Business and Productivity Performance Assessment

- A diagnostic approach to assess company's performance and identify areas for productivity improvements
- Establish a company-specific Productivity Roadmap

### 2. Capabilities in Productivity Improvements

- Acquire knowledge on productivity techniques, tools and methodologies through a combination of in-class and on-site training
- Training of entire project team

### 3. Project Guidance by a productivity consultant to achieve at least 20% improvement

### 4. Project Implementation Review to check efficacy of solutions and plan further cycles of improvement

## ECPP COURSE STRUCTURE



## YOUR INVESTMENT

	SMEs	Non-SMEs
Course Fee	\$18,800	\$18,800
WDA Funding	(\$16,920) 90% funding for SMEs	(\$13,160) 70% funding for Non-SMEs
After Funding	\$1,880	\$5,640
Nett Fee Payable (Inclusive of 7% GST)	<b>\$2,011.60</b>	<b>\$6,034.80</b>
<b>PIC Claim as of 1<sup>st</sup> August 2016</b>		
Cash Payout	(\$752)	(\$2,256)

## REGISTRATION GUIDELINES

Registration of the eCPP programme to meet the following requirements: -

- 6 participants recommended per company\*
- Nett Outlay after WDA funding\*\* :
  - SMEs: \$2,011.60
  - Non-SMEs: \$6,034.80
- Compulsory for participating companies to **fully complete** the programme

Notes:

\* Singaporeans or Permanent Residents only.

\*\* WDA funds 90% and 70% of the programme for SMEs and Non-SMEs respectively. T&Cs apply.

\*\*\* PIC claims only applicable to eligible companies. T&Cs apply.

## CONTACT US

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Singapore 408601

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Fax: 6745 5887  
Email: [customersvc@spa.org.sg](mailto:customersvc@spa.org.sg)  
Website: <http://www.spa.org.sg>



## ABOUT US

### SINGAPORE PRODUCTIVITY ASSOCIATION

The Singapore Productivity Association (SPA)<sup>1</sup> was set up in 1973 as an affiliated body of the then National Productivity Board, now SPRING Singapore<sup>2</sup>. Its object is to promote the active involvement of organisations and individuals in the Productivity Movement and to expedite the spread of productivity and its techniques.

### ORGANISATION

The Association has a Governing Council which is responsible for laying down the policies of the Association. Past Chairmen include Mr. Mah Bow Tan, Former Minister for National Development; and Mr. Lim Boon Heng, Former Minister, Prime Minister's Office.

A Management Committee, comprising elected members, plans and guides the activities of the Association. The present President is Dr Ahmad Magad, Group Managing Director, II-VI Singapore Pte Ltd.

### MISSION

The mission of the Association is to raise the Productivity of Organisations and Individuals in Singapore.

### MEMBERSHIP

The Association offers two types of membership: Institutional and Individual. Membership is open to individuals and organisations that have interest and conviction in the objectives of the Productivity Movement.

### PROGRAMMES

Under the charter of the Association, one of its objectives is to undertake and organise conferences, conventions, seminars, courses in the areas of productivity, quality and related fields.

To achieve this, short courses are organised to equip participants with productivity tools and techniques. Conferences and seminars are also organised to provide a platform for sharing best practices and challenges faced by organisations in their pathway to productivity. The development of these programmes is determined by our approach to Total Company Training (see next page).



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<sup>1</sup> See: [www.spa.org.sg](http://www.spa.org.sg)

<sup>2</sup> SPRING Singapore is an agency under the Ministry of Trade and Industry responsible for helping Singapore enterprises grow and building trust in Singapore products and services. As the enterprise development agency, SPRING works with partners to help enterprises in financing, capability and management development, technology and innovation, and access to markets. As the national standards and accreditation body, SPRING develops and promotes an internationally-recognised standards and quality assurance infrastructure. SPRING also oversees the safety of general consumer goods in Singapore. See: [www.spring.gov.sg](http://www.spring.gov.sg)

TARGET	FOCUS	LEARNING OUTCOMES	CHANNELS
<b>C-Suite and Senior Management</b>	<b>Build Business Systems</b> Target: • Top Management • Senior Managers	<ul style="list-style-type: none"> <li>• <b>Visualise</b> expected change and <b>Build Capacity</b></li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Singapore Productivity Forum</li> <li>• Overseas Study Missions</li> </ul>
<b>PMEs</b>	<b>Build Productivity Skills</b> Target: • Senior Managers • Managers • Senior Executives	<ul style="list-style-type: none"> <li>• <b>Lead</b> change in business systems to meet changing requirements</li> <li>• <b>Implement</b> and Manage Productivity initiatives</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Enhanced CPP</li> <li>• Study Missions</li> <li>• TPS Dojo</li> <li>• 5S / Workplace Organisation</li> <li>• Leading and Managing Productivity Series</li> </ul>
<b>Rank and File</b>	<b>Build Functional Skills</b> Target: • 'Shop-floor' level • 1 <sup>st</sup> line Supervisors	<ul style="list-style-type: none"> <li>• Quality, Costs, Delivery on Time</li> <li>• Understand Need</li> <li>• <b>Participate</b> in Productivity improvement activities</li> </ul>	<b>Examples:</b> <ul style="list-style-type: none"> <li>• Implementing Kaizen</li> <li>• Team Excellence Courses and Symposium</li> </ul>

The Association also undertakes consulting to help organisations improve their systems and processes. Our approach is to help organisations assess; identify the gaps and opportunities for improvements; develop solution(s); apply; and assess again to ensure the efficacy of the solution(s) in order to identify opportunities for further improvements.

Over the years, we have reached many participants through our varied programmes:

PROGRAMMES	NUMBER	REMARKS
Number of Productivity Managers / Practitioners Trained (CPP / eCPP)	More than 240 More than 10 (eCPP)	2010 – May 2016
Number Trained in Productivity Techniques (Short Courses)	More than 1,750	2009 – May 2016
Number trained in Team Excellence and Innovation	More than 1,050 teams	2009 – May 2016
Number Trained in OE / QMS	More than 8,000	2009 – May 2016
Number of Local Consultants Trained (PMC)	More than 1400	2009 – May 2016
Number of Consultancy Projects	OE / QMS – More than 250 CPP – 89 Kaizen – 10	2009 – May 2016 2010 – May 2016 2013 – May 2016
Overseas Study Missions: Australia, Europe, Hong Kong, Japan, Korea, Taiwan	More than 700 participants In 39 missions	2004 – May 2016
Conferences - 17 <sup>th</sup> APQC/3 <sup>rd</sup> BEGC, FMPC, SPF, FPC	More than 2,400 participants in 7 conferences	2011 – May 2016
TE Symposiums	3,875 Teams, more than 18,495 participants	2007 – May 2016
IETEX	More than 2,260 teams	2008 – May 2016
ICQCC	More than 509 teams	2007 – May 2016

## INTERNATIONAL PROGRAMMES

The Association has also collaborated with overseas agencies like the Asian Productivity Organisation (APO) and The Association for Overseas Technical Scholarship (AOTS) to conduct programmes and also MOU partners such as the Korean Standards Association to organise Study Missions.



*(In clockwise order) Singapore Productivity Forum 2015; Toyota Production System Study Mission, Japan 2015; On-site consultation with Japanese Trainer, Mr. Akashi Terasaki, 2015; IETEX 2016; Lean Masterclass 2016.*

## SINGAPORE PRODUCTIVITY CENTRE

The Association has also set up the Singapore Productivity Centre (SPC), a one-stop competency centre. It is endorsed by the National Productivity Council and SPRING Singapore. The mission of SPC is to drive enterprise productivity for sustained growth and competitiveness. It focuses on the retail, food services and hotel sectors.

SPC provides a comprehensive range of services and solutions to help enterprises effectively, including in-depth productivity consultancy, conferences and workshops on productivity-related topics, benchmarking and applied research. SPC also works with other organisations in Singapore and overseas to provide companies access to various resources available to increase their productivity. With the formation of SPC, companies in the retail, food services and hotel sectors can now approach a single agency for expert productivity assistance.

# Registration Form

## Enhanced Certified Productivity Practitioner Course (Singapore Productivity Association)



SINGAPORE  
PRODUCTIVITY  
ASSOCIATION

	SMEs (90% WDA funding)	Non-SMEs (70% WDA funding)
Full Course Fee (Before 7% GST)	S\$18,800	S\$18,800
Course Fee after WDA funding	S\$1,880	S\$5,640
Nett Fee Payable (Inclusive of 7% GST)	S\$2,011.60	S\$6,034.80

*\*Terms and conditions apply*

<sup>1</sup> SMEs are defined as companies with at least 30% local shareholding; AND Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees

**Organisation to Be Billed To:**

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**Billing Address:**

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**Organisation (Please Circle): SME / Non – SME**

Details of CEO				
Name:			Email Address:	
Details of Contact Person				
Name	NRIC No. (Please indicate Pink / Blue)	Designation	Email Address	Contact No.
Details of Participants				
Name	NRIC No. (Please indicate Pink / Blue)	Designation	Email Address	Contact No.

By submitting this form, I have read and agree to the terms and conditions.

I agree that Singapore Productivity Association may collect, use and disclose your personal data, which you have provided in this form, for providing marketing material that you have agreed to receive, in accordance with the Personal Data Protection Act 2012.

Information sent by our organisation about our organisation's products and services, including updates on our latest promotions and new products and services will be disseminated via email.

Signature: \_\_\_\_\_

Company Stamp: \_\_\_\_\_

**\*Terms and Conditions:**

1. All participants must be Singapore Citizens or Permanent Residents.
2. Participants must fulfil 75% of Attendance of the course.
3. The chosen project is to be completed within 6 months from the start of Module 1.
4. All Participants must implement a Productivity Project for the organisation with at least 20% increase in overall productivity measured by at least one of the following productivity indicators, though not limited to :

***Lean Manpower Growth***

- Increase in output per worker
- Reduction in man-hours/manpower used
- Reduction in cycle time
- Reduction in process steps/turnaround time
- Product Yield per employee
- Capability or Flexibility of Workforce
- Labour productivity

***Other Productivity Indicators***

- Cost savings
  - Reduction in errors
  - Increase in profit margin
  - Increase in revenue
  - Sales per employee
  - Delivery on time
  - Return Material Authorisation (RMA) Turnaround Time (TAT)
  - Manufacturing cycle time or throughout time
  - Waiting time per meal or customer served
  - Overall equipment effectiveness
  - Sales per customer
  - Employee to customer ratio
  - Equipment efficiency
5. Full Course Fee will be charged for withdrawal after the Course has started.
  6. No breach of terms and conditions, or the commencement of proceedings relating to liquidation, insolvency, bankruptcy misrepresentation.
  7. The company undertakes to bear the full funding amount by WDA in the event that that the above Terms and Conditions are not met.

**Registration and Payment**

8. Your place will be confirmed upon receipt of your registration and payment is due immediately. All cheques (including prevailing GST) must be made payable to "Singapore Productivity Association" crossed and marked 'A/C payee only' with the Participant's name, contact number and course title, indicated on the back of the cheque. Please send the cheque to :

Singapore Productivity Association  
11 Eunos Road 8, #08-01  
Lifelong Learning Institute  
Singapore 408601  
Tel: 6745 5833 Fax: 6745 5887

### **Refund of fees**

9. For notice of withdrawal given in writing 30 days or more before commencement of course, no cancellation fee will be levied.
10. For notice of withdrawal in writing more than 14 days but less than 30 days before commencement of course, a cancellation fee of 30% of Full Course Fee will be levied.
11. Full Course Fee will be charged for withdrawals 14 days or less before commencement of course.
12. Replacement of participants from the same company is allowed before commencement of course.

### **Non-attendance**

13. If you fail to attend the course on which you are booked and have not given prior notice to us, then the course fee will remain payable in full.

### **Cancellation**

14. SPA reserves the right to cancel the course due to unforeseen circumstances beyond its control. Courses may be cancelled or rescheduled if a minimum number of attendees are not reached within 10 business days before the course. In the event of a course being cancelled, a replacement date will be provided but no compensation will be paid for any additional costs incurred.
15. SPA reserves the right to reject any applications without stating any reasons.
16. SPA reserves the right to amend any part of the course if necessary at any time.

### **For Enquiries:**

Please contact the following secretariat:

- Mr Thomas Chia at 6745 5833, or email: [thomas.chia@spa.org.sg](mailto:thomas.chia@spa.org.sg)
- Ms Alison Ang at 6745 5833, or email: [alison.ang@spa.org.sg](mailto:alison.ang@spa.org.sg)