



ASIAN PRODUCTIVITY ORGANIZATION

PROJECT NOTIFICATION

2 December 2015

1. **Project Code** 16-IN-36-GE-TRC-B
2. **Title** Training Course on Total Quality Management for SMEs in the Service Sector
3. **Timing and Duration** 30 May–3 June 2016 (five days)
4. **Venue** Taipei, Republic of China
5. **Implementing Organization**
China Productivity Center
Address: 2F, No. 79, Sec. 1, Xintai 5th Rd., Xizhi Dist.
New Taipei City 221, Republic of China
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6. **Number of Overseas Participants** Up to 18 qualified participants from Bangladesh, Cambodia, Fiji, India, Indonesia, IR Iran, Lao PDR, Malaysia, Mongolia, Nepal, Pakistan, Philippines, Sri Lanka, Thailand, and Vietnam. However, other member countries with special interest in this project may nominate candidates upon consultation with the APO Secretariat.
7. **Number of Local Participants** Up to six qualified participants
8. **Closing Date for Nominations** 31 March 2016

9. Objectives

The objectives of this training course are to:

- a. Understand the concept, tools, and practices of total quality management (TQM) in the service sector
- b. Exchange the best practices of TQM in service organizations;
- c. Understand the reasons for TQM failure in service organizations;
- d. Understand the need for TQM practices in service organizations; and
- e. Propose guidelines for effective implementation of TQM in service organizations.