

For Manufacturing Sector Companies Only

From 20 July 09, the application processes of the Singapore Quality Class (SQC) and Manufacturing Excellence Award (MAXA) have been integrated for companies in the manufacturing sector.

Companies interested in applying for MAXA would also need to apply for SQC by submitting an integrated application package as described below.

Companies applying for SQC will be considered for MAXA, if they meet the MAXA requirements based on their application.

For more information on MAXA please visit www.maxa.sg

Benefits to Manufacturing Sector Companies

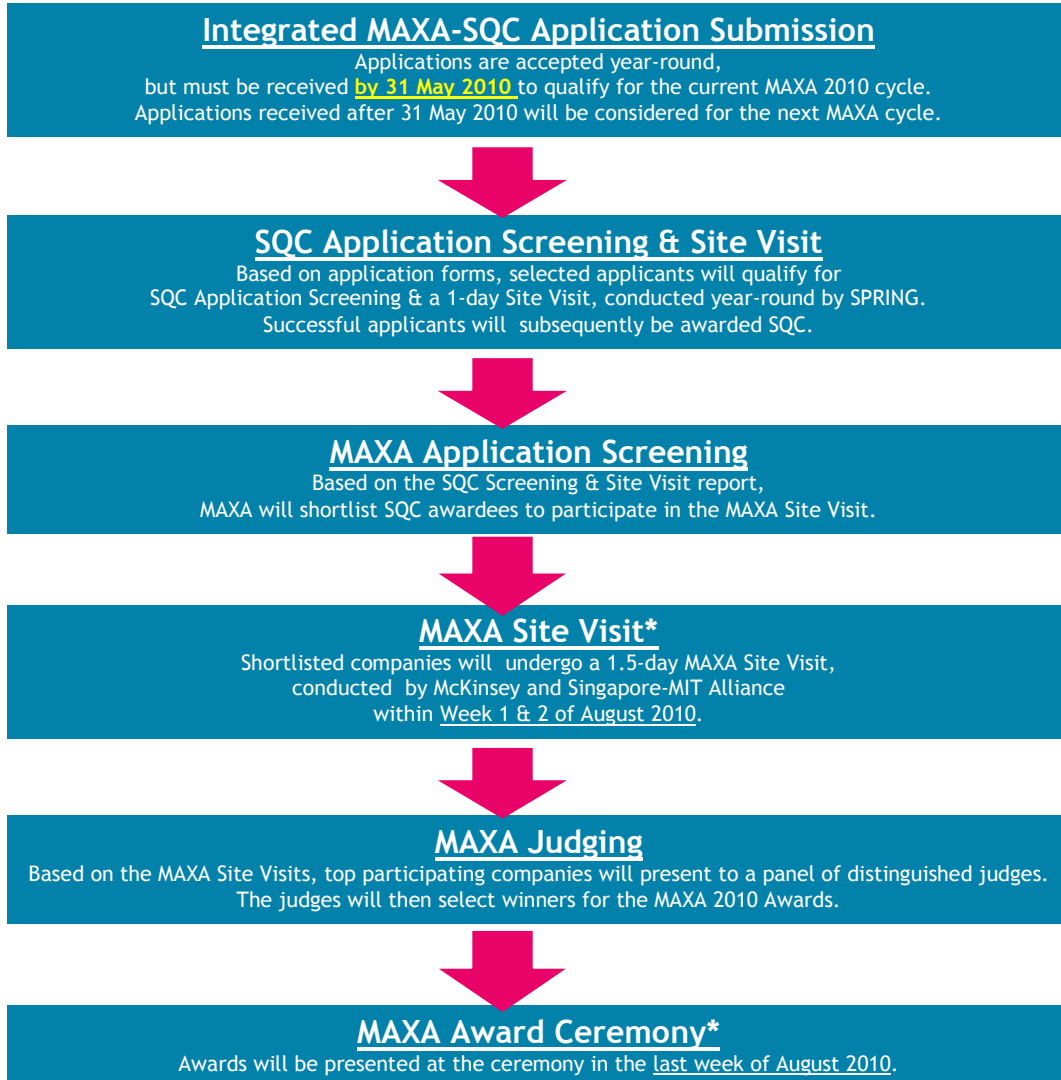
In view of the strong synergies between business and manufacturing excellence, this integration allows companies to be assessed on both aspects through a single application process, thereby minimizing the duplication of work for companies.

Application

Manufacturing sector companies should apply based on the four options below:-

Option	If the company is a	What to Do	How will the company be assessed
1	New SQC applicant	<ul style="list-style-type: none"> • Submit an online application to the BE Secretariat comprising: <ul style="list-style-type: none"> • Application Form • Self-Assessment Tool • Key Performance Indicator (KPI) Form (including Annex A) 	<ul style="list-style-type: none"> • Applicants will first participate in the SQC site assessment. • Based on the results of the SQC site assessment as well as the application report, applicants would be invited to participate in a MAXA site assessment at a later date. • For applicants not interested in MAXA or not invited to be considered for MAXA, they would only need to participate in the SQC assessment.
2	Existing SQC company <ul style="list-style-type: none"> a) due for renewal or b) requesting early renewal 	<ul style="list-style-type: none"> • Same as Option 1. 	<ul style="list-style-type: none"> • Same as Option 1.
3	Existing SQC company interested in MAXA <ul style="list-style-type: none"> a) but not due for renewal or b) do not request for early renewal 	<ul style="list-style-type: none"> • Update previous SQC submission (application report and KPI form) from the last renewal. • Complete Annex A of KPI form. • Submit application to the MAXA Secretariat. 	<ul style="list-style-type: none"> • Applicant would participate in a MAXA site assessment, if it meets the MAXA requirements based on the application. The sample programme is in Annex 1.
4	MAXA applicant that is not a SQC company	<ul style="list-style-type: none"> • Submit an online application to the BE Secretariat comprising: <ul style="list-style-type: none"> • Application Form • Self-Assessment Tool • Key Performance Indicator (KPI) Form (including Annex A) 	<ul style="list-style-type: none"> • Applicants will first participate in the SQC site assessment. • Based on the results of the SQC site assessment as well as the application report, applicants would be invited to participate in a MAXA site assessment at a later date.

SQC-MAXA Application & Assessment Process (For 2010 cycle)



* Dates subject to change. Please refer to MAXA website for latest updates

**Additional information required from companies from manufacturing sector
To be added to the KPI Form.**

For Manufacturing companies, please provide a 1-2 page write-up on

1. What are the innovations and manufacturing practices in the Singapore operations that have contributed to its success?
2. How does your company plan to continue to innovate and sustain its competitiveness in Singapore? What are your company's plans in Singapore for the next 3 – 5 years?

For Manufacturing companies, please include the following indicators (if available):

1. Customer satisfaction (e.g. on-time-delivery, quality, response to complaints) under *Section 1.1 Customer Satisfaction and Retention*.
2. Internal quality performance under *Section 1.2 Product and Service Quality Performance*.
3. Employee morale (e.g. absenteeism or employee retention/attrition) under *Section 3.3 Employee Satisfaction*.
4. Health and safety performance (e.g. lost work-days trend or accident trend) under *Section 3.3 Employee Satisfaction*.
5. Production volume under *Section 4.1 Operation Performance*.
6. Equipment and labour efficiency under *Section 4.1 Operation Performance*.
7. Working capital (e.g. inventory) under *Section 4.1 Operation Performance*.