

National Productivity Organization  
Ministry of Industries  
Govt. of Pakistan



“Your Productivity is National Prosperity”

National Productivity Organization is the sole Government body undertaking *PRODUCTIVITY MOVEMENT* in Pakistan. NPO Pakistan is endeavoring to create productivity awareness and improved sector specific productivity through knowledge sharing, and human resource development to make Pakistan globally competitive.

**Mission**

To facilitate the *Productivity Movement* in Pakistan by

- ❖ Fostering an *Enabling Environment*
- ❖ Introducing and *Implementing Programmes/Initiatives* that enhance *Productivity with quality*.

**Objectives**

- ❖ To lead the continuous productivity & quality movement in all economic sectors of Pakistan;
- ❖ Develop and strengthen these sectors in compliance with international best practices to make Pakistan more productive and globally competitive;
- ❖ Represent Pakistan at APO to avail the multitude benefits as a founding member;
- ❖ Developing human capital and organizational excellence for building a knowledge-based society;
- ❖ Carry out research in productivity and quality aspects and establish productivity indices and standards for various economic sectors;
- ❖ To implement international certification programs leading to Prime Minister Quality Awards.

**Strategic Direction**





## Projects / Progra

- Conferences
- Seminars
- Workshops
- Training Courses
- General awareness
- In-factory training programs
- Corporate training programs
- E-Learning
- Video Conference based trainings
- Management Consultancy
- Benchmarking
- Energy Efficiency
- Management Information Systems
- Productivity Association of Pakistan (PAP)



## Training Services:

NPO has started its training services in 2001, since then NPO have been providing trainings to different sectors. Specialized training is provided in 5S Kaizen Management, Lean Manufacturing, Six Sigma, Quality & Productivity Improvement through JIT & TPM Techniques, Productivity Enhancement through TQM Tools, QMS ISO-9000, EMS ISO-14000, QS-9000, SA-8000, HACCP, GMP, PMP, QCC, SPC, Reengineering, Benchmarking and many others. Since 2001, more than 20,000 participants benefitted from these training programs.



Management Consultancy/Trainings in following fields:

- ❖ Quality & Productivity
- ❖ Kaizen Management
- ❖ Benchmarking
- ❖ Industrial Engineering Tools and Techniques - Time and Motion Studies
- ❖ Factory Improvement Program
- ❖ Total Productive Maintenance
- ❖ Six Sigma
- ❖ Standards Implementation (ISO 9001: 2008, ISO 14000, OHSAS 18001, SA 8000, ISO 17025, etc.)

In support of the above objectives, the NPO through tripartite relationship with Govt-Industry-Academia has undertaken energy audits to determine techno-economically feasible measures suitable to enhance productivity and reduce cost and consumption of energy at the designated Sectors.





## International Services

As Asian Productivity Organization's (APO) Liaison office, NPO host its programs in Pakistan and provide international services to various economic sectors including

- ❖ Capacity Development of professionals thru international exposure in 20 member countries
- ❖ Technical Expert Services
- ❖ Individual Observational Study Missions
- ❖ e-Learning Programs through Video Conferencing from Japan, Self e-Learning Program (virtual programs)
- ❖ Multi-Country Programs (where international speaker and delegates from 18 countries visit Pakistan) and
- ❖ Demo Companies Project
- ❖ Forums
- ❖ Conferences

So far around 600 national and international programs have been undertaken in coordination with APO.



## Management Information Systems

NPO is providing IT services to its internal and external customers. Its services include Software Development, Network Design & Installation, and Website Development etc. in house achievements include

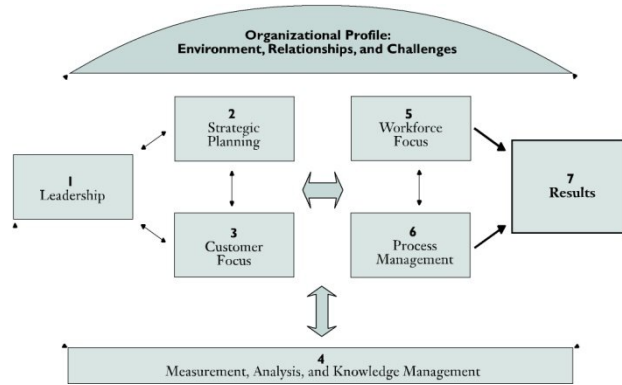
- First Productivity Portal of Pakistan
- Online DB Management System
- Website Development
- E-Library System
- Computer Network Design & Installation



NPO is presently providing consultancy of a similar project to its client ENERCON and developing a web based *Industrial Sector Management Information System (MIS)* by collecting energy consumption data from more than 100 industries from five industrial sectors of Pakistan namely refineries, food & beverages, fertilizers, chemicals and ceramics. The system is a web based application i.e capable of comparing energy indices of various industries, generating energy consumption reports and benchmarking the energy consumption patterns of local industries with International Industries.

## Prime Minister Quality Award

The Prime Minister Quality Award (PMQA) was established in 2010 by the National Productivity Organization Pakistan, managed by Office of PMQA (OPMQA). It was modeled after the self-assessment theory of the Malcolm Baldrige National Quality Award (commonly known as the MBNQA) in the United States, and modified to accommodate Pakistani management practices. The purpose for setting up the Prime Minister Quality Award is to promote business excellence by providing a Framework or Criteria for assessment. The Prime Minister of Islamic Republic of Pakistan is the Patron of the award.



The award is presented to Pakistani companies and other corporate entities displaying excellent overall management qualities. These are companies that continue to create new values through the continuous process of self-innovation to transform their overall management systems into customer-oriented structures.

The USA Malcolm Baldrige Quality Awards, the European Quality Awards and the Australian Business Excellence awards were amongst the first awards introduced in the late 80s and early 90s. Today there are more than 80 countries around the world that have adopted such frameworks and associated awards processes. This growth testifies to increasing global interest in and commitment to adopting national excellence frameworks.

The PMQA Framework emphasizes a holistic application of excellent business practices through the full cycle of continuous improvement. PMQA is based on seven major categories with the following scoring

<i>S #</i>	<i>Category</i>	<i>Points</i>
1	Leadership	120
2	Strategic Planning	90
3	Customer Focus	110
4	Measurement, Analysis and Knowledge Management	90
5	Workforce Focus	110
6	Process Management	100
7	Results	380
Total		1000

### Six Steps for PMQA Application & Assessment

\*For other details and fee please visit our website: [www.npo.gov.pk/pmqa](http://www.npo.gov.pk/pmqa)





## Productivity Association of Pakistan (PAP)

PAP offers effective support and builds strong linkages among various stakeholders. The mandate of PAP is to provide members a platform for the exchange of information, knowledge, sharing of the best practices and understanding of the issues that are strategic importance to research and development. Its aims & activities include

- ❖ Developing and strengthening activities initiated by NPO.
- ❖ Providing a platform for creating a network of Productivity practitioners.
- ❖ Dissemination of information by mean of publication.
- ❖ Exchanging ideas, experiences and increasing the knowledge and skills of association members.
- ❖ Developing collaborative learning environment.
- ❖ Broaden & enhance strategic partnerships internally and externally.



To enhance outreach and cope with the dynamics of globalisation in the industry, NPO has successfully established National Register (NRT) for Trainers and National Register Consultant (NRC) Schemes (a pool of Trainers and Consultants on various fields).

## Benchmarking Services

Benchmarking, a new concept of knowledge sharing, refers to a continuous learning process, which encourages improving one's own performance by learning from best practices of other enterprises in the similar industry. In Pakistan, National Productivity Organization has been the pioneer to introduce this concept.

NPO has successfully completed following projects on Benchmarking:

- ❖ Benchmarking study in Garment sector - The Technical fields/functions were Dyeing/Finishing, Knitting, Sewing, Laundering, Industrial Engineering, Printing and Maintenance and the field surveys (through questionnaires, physical data collection & interviews) under this study were conducted by NPO Team.
- ❖ Benchmarking Study in Cotton Spinning Sector - In the wake of benchmarking study in the 12 spinning units, the 80 identified best practices, implemented in the spinning units rendered more than satisfactory results.



Moreover, NPO is working on Benchmarking Study for Industrial (Surgical, Cutlery and Fan), Fisheries and Horticulture sectors in collaboration with UNIDO by developing 24 Master Trainers under EU-UNIDO TRTA-II program.





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