

National Register for Assessors (NRA) for Prime Minister Quality Award (PMQA)

Background/Rationale

NPO-Pakistan working under Ministry of Industries & Production, Government of Pakistan has established research and resource institution with the support of Asian Productivity Organization (APO) Tokyo-Japan. NPO functioning as a Liaison Office of Asian Productivity Organization (APO) which represents 20 Asian Countries with the mandate to promote productivity and quality consciousness among the public and private sector organization.

In pursuit to our endeavours, we are introducing Prime Minister Quality Award (PMQA), which shall be conferred by the Prime Minister of Islamic Republic of Pakistan (Patron of the Award). It will be given to the “best of the best” within the industry in recognition of attaining or demonstrating world-class standards of business excellence.

The Award has been developed on the basis of internationally recognized and universally accepted standards that are found in the US Malcolm Baldrige National Quality Award, The European Quality Award, Singapore Quality Award and many others. It will be given in various categories on annual basis, initially starting with the industrial sector.

The basic objective of this award is to acknowledge and appreciate the good practices of high achievers at national level. It would result in accelerating the development of a national quality culture, which would ultimately result in changing the attitudes of both producers and consumers leading towards system development, human resource development, better quality of the products, etc. thus resulting in continuous improvements and higher competitiveness, productivity, quality, business results and exports in order to maintain the current GDP growth rate.

The PMQA process is itself subject to continual improvement. The theme and the focus of the criteria continue to evolve towards a more comprehensive total system performance management. So the use of PMQA criteria is expected to grow, with most organizations focusing on self- improvement.

Introduction to National Register Scheme

With a philosophy of adding continuous value to quality & productivity across Pakistan's industry, NPO is coming up with its latest scheme in form of National Register for Assessors (NRA). Through these schemes, NPO intend to promote professionals who can add value to their professional profile which in return will help them to understand clearly their vision for career growth.

National Register of Assessors (NRA) Scheme

This scheme under the supervision of NPO will serve as recognized platform for the Assessors at national level and will introduce pool of professionals related to the field of assessment. The member Assessors across the country can visualize their path of growth in the field of "Audit / Assessment".

The key features of this scheme are

- Each registered assessor in pool shall be provided trainings by international trainers having expertise on business excellence framework and assessment tools & techniques.
- The registered and qualified Assessors under this scheme will perform assessments on behalf of NPO Pakistan on the basis of Prime Minister Quality Award (PMQA) criteria.
- They will be responsible to assess the process of continuous improvement in an organization as per PMQA criteria / assessors guidelines and to look for opportunities for improvement (OFIs). Based on their assessment, they will award score to the applicants against various criterion.

GOAL AND FOCUS

Serving as Productivity Catalyst for Pakistani economy, NPO aims to launch NRA scheme along with the NRT & NRC schemes with the following goal:

1.1. Goal

- With the launch of NRA, a pool of “Potential and Professional Assessors for PMQA” shall be registered at government level with the mandate to promote Organizational Excellence in Pakistan. The pool or register will represent individuals and associates from multiple backgrounds i.e. manufacturing, service and agriculture sectors, thereby bringing people from diverse background at one place.
- To introduce career path as a “Professional Assessors” for Organizational Excellence to those who possesses good analytical skills, competencies and know-how to assess organizations.
- To provide training & business opportunities to the professionals who intend to build their repute in local and international market.
- The goal is to provide a platform for those who are already providing such services intend to start their own training/Consultancy firms.
- An intention of mobilizing a culture of business excellence through defined criteria.
- The aim is to create a diverse reservoir of resources that will be allowed to capitalize NPO’s wide industrial network.
- Give the Professionals the necessary competence and ownership in order to deliver the services such as training, consultancy and assessment to the industries where productivity is poor, due to incompetence and inefficient human capital.

1.2. Focus

- In-hand reservoir of qualified people relating to multiple fields who can be mobilized for organizational assessments based on PMQA and national training courses/workshop/symposiums anytime and anywhere.
- Contribute to establish a common pool of resources through networking and alliance building to undertake effective initiatives and techniques for overall development process.

- Develop future strategies to implement organizational excellence programs at national level.
- Establish a common understanding on the conceptual framework of certification mechanisms such as National Register for Certified Assessors, Consultants & Trainers and the strategizing process that is compatible with the ISO standards and IRCA.
- A focus is to define a clear road map for individual who have vision to grow and become reputed & qualified assessors/trainers in the national and international market.

NRA SCHEME BENEFITS

Following are the expected outcome/benefits:

- Each registered assessor in pool shall be provided trainings by international trainers having expertise on business excellence framework and assessment tools and techniques.
- To make it easy to find qualified and approved Assessors on PMQA.
- The NRA provides an exposure that takes an assessor systematically to higher level. It helps assessors to develop their skills steadily and will give them a chance to critically analyze their gaps and identify their strengths. The more the exposure they get the more they will improve.
- NRA provides a framework for you to develop the knowledge and skills needed for success. A new breed of expert-level management professional will emerge from the rigorous process to achieve this respected industry credential.
- The capacity development phase would not only confine to local arena, but also will give them an opportunity to get international exposure through the courses of APO (Asian Productivity Organization).
- With quality certified Assessors organization can witness an improved customer satisfaction, innovating work methods, increasing efficiency and reducing waste and cost, identifying and managing risk to the business considering corporate care and responsibility.
- The NRT/NRC scheme functions with an objective to sustain the unparalleled commitment to performance excellence and sends a strong message to the registrant of

what is expected out from him/her in each training/Consultancy session. NPO's agenda is to maintain a culture of excellence all the way.

ASSESSORS' CATEGORIES

Under NRA Scheme following are the two categories available for registration:

- **Assessors**

An individual who is at Mid career level of assessor, development and intends to further develop himself in the field of Assessments & Audits and has at least four years of Assessment experience in similar arena.

- **Lead Assessors**

An individual who has got substantial experience of assessment and qualifies to train members of client organizations in the core competencies for managing workplace and having at least ten years of assessment experience in similar arena.

REGISTRATION PROCESS

After the successfully reception of application, NPO designated staff will do scrutiny of all the applications and selection committee will review each scrutinized applicant and approve. All the selected people will have training by foreign experts. This training consists of Business Excellence and Assessment modules.

In further the completion of training gives NPO a better and thorough understanding of the participants in terms of training assessment / evaluation. The candidates who will pass that assessment / evaluation after the training will be considered for the final assessors for PMQA on behalf of NPO. Qualified members will be issued detail terms and conditions in the form of a contract. In case of disqualification, the Membership Fee is refundable.

Membership Card issuance Policy

Qualified members will be issued **Membership Cards which will be valid for two years** to the approved individuals as follows:

- Assessors – **Light Blue color**
- Lead Assessor – **Golden Grey color**

SCHEME FINANCIAL ARRANGEMENTS FOR ASSESSORS

This scheme shall be introduced on self sustainable basis however following fee structure shall be introduced to cover expenses. NPO's Accounts department shall maintain separate sub-head under PMQA Head for the income & expenditure related to this scheme in order to evaluate the financial flows and performance. The membership fee cheque will be issued in the name of National Productivity Organization-Pakistan.

Membership Fee per Year:

Category	Fee / Year (Pak Rs.)
Assessors	5,000/
Lead Assessors	10,000/

Honorarium for the National Register of Assessors (NRA)

In order to encourage professional assessors to get better output from their assessors exposure NPO will provide vista of opportunities to all the selected candidates under NRA scheme and will pay honorarium against the services hired.

Annexure 1

Selection and Eligibility Criteria for Assessors

The selection committee of NRA on the basis of documentation, general feedback and interview would grade each “**Resource Person**” for the category applied and would grant opportunities on the basis of their competencies and strengths. The following qualifying criteria shall be adopted for the selection of the Assessors:

Assessors Category	Parameters	Weight – age%	
Assessors	*Atleast Masters Degree holder/Bsc. Eng. / Graduate	25	
	* Must be a Lead Auditor of ISO 9001/14000	10	
	*Having at least 4 years or above relevant experience; 1 year in quality, production, process (Note: Individuals having more than 4 years experience will get 10% addition weightage).	25	35
		10	
	*Conducted atleast 10 ISO Audits as a paid Auditor with detail and references.	20	
	*Having atleast 2 International Professional Certification (P &Q related or any other).	10	
Lead Assessors	*At least Masters Degree holder/Bsc. Eng. / Graduate	25	
	* Must be a Lead Auditor of ISO 9001/14000	10	
	*8-10 years in industry including 5 years minimum in the domain of activity of the companies to be certified (experience of various sectors); 2 years in quality, production, process (Note: Individuals having more than 10 years experience will get 10% addition weightage).	25	35
		10	
	*Conducted atleast 30 Audits as Lead Auditor with detail and references.	20	
	*Having atleast 4 International Professional Certification (P &Q related).	10	

Payment Terms & Conditions

- Applicants will have the option to submit membership fee in either cash form or issue check in favor of National Productivity Organization (NPO).
- In case of disqualification, membership fee will be refunded. NPO will have right to disqualify any applicant without letting know the reason.

How to Apply?

Please download and complete the application form attached Annexure 2, making sure that each required slot is filled, and then return to us by post or courier addressed to the following:

Chairman Selection Committee

National Register of Assessors (NRA) Scheme
National Productivity Organization (NPO) Pakistan
Ministry of Industries and Production
Government of Pakistan
4th Floor ICCI Build G-8/1 Islamabad
Phone: 051-9107091-94
Fax: 051-2289393

Check list for the documents to be submitted:-

1. Application form
2. Cover letter
3. Two photographs
4. Experience of Assessment –Certificates
6. Any document that reflects General Approach and Methodology, Work Program (Optional)
7. Credential (Master & Above)

Note: Each approved member would be assigned a unique membership ID.