

Welcome to...

**A case for an integrated, robust,
aligned and implemented corporate
governance and social responsibility
framework**

Christopher Chinapoo

ASQ CMQ/OE

Paper

- **Discuss Contextual Framework**
- **Rethinking the way we operate**
- **Why the need for an integrated corporate governance/competitiveness and innovation framework**
- **Conclusion**



CONTEXTUAL FRAMEWORK

**WHY SHOULD WE CARE
ABOUT
SUSTAINABILITY?
CORPORATE
GOVERNANCE?
QUALITY? OR
INNOVATION?**



Frontier World

Increasing Demands

***Value for Money, Public Accountability,
Performance Driven, Revenue Generating
(Public Sector)***

Changing contexts, few boundaries

Adoption of the MDGs, GATS

***Standards, Evidenced Based and
Benchmarks***

Information and Technology

***International
pressure...***

GVT's 7 Sustainable Development Pillars

Challenges of the 21st Century

← Globalisation

← Technology

← Capacity and Expectations
of our people

**What kind of Country in the
21st Century?**

Key Issues



RETHINKING THE WAY WE OPERATE

Rethinking the way we operate

- What does **success and competitiveness** really mean?
- What drives success in the **competitive countries**?
- What systems are required to **effectively, efficiently and economically** achieve success?
- How does the country **sustain success** and **improve**?
- How does the Country provide **relevant learning opportunities, valid and reliable** alternative **assessments** and **best organize resources** to achieve the success desired?



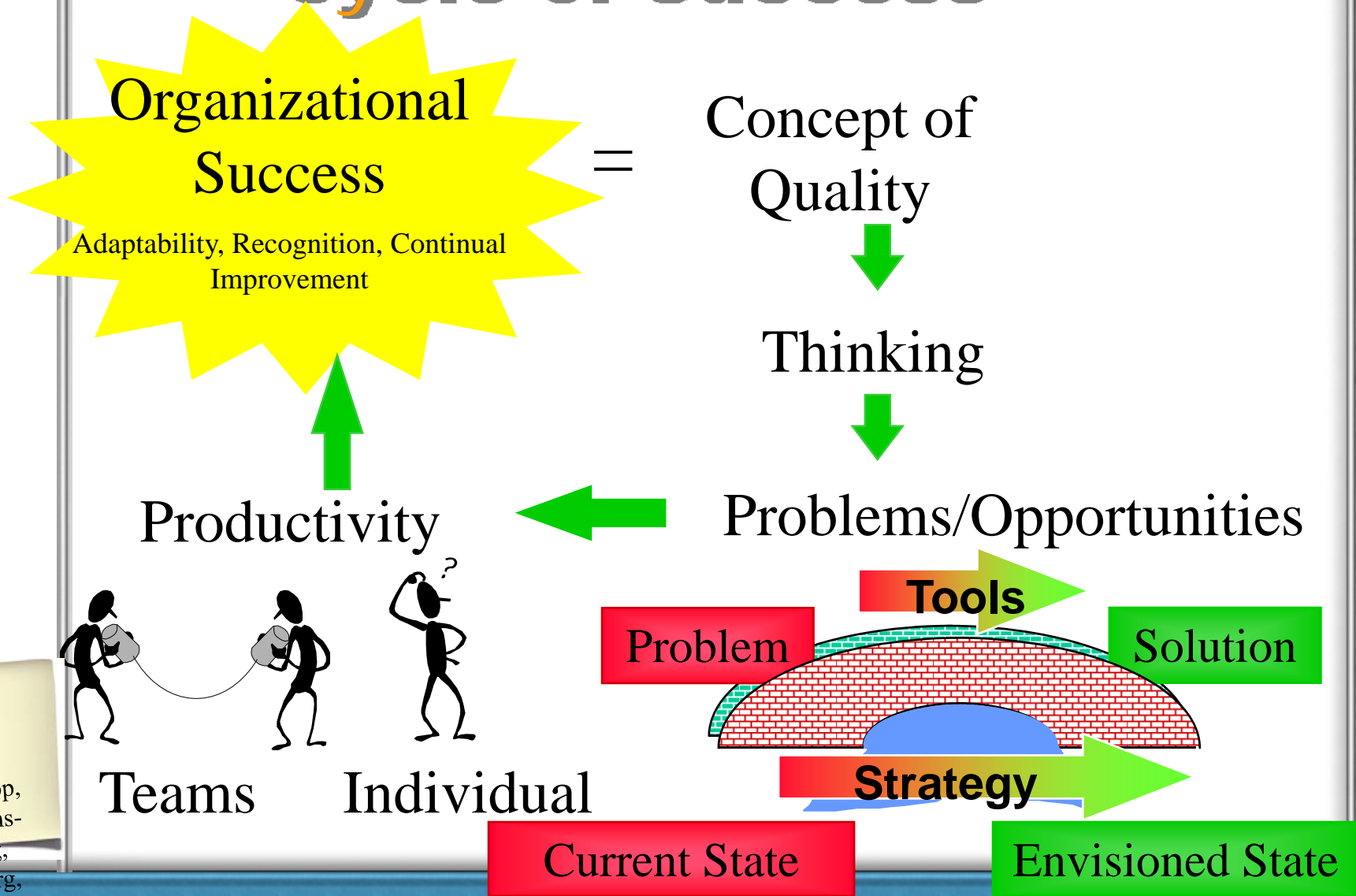
The Basic Relevance of CSR/Good Governance to Quality

Total Quality Management:

1. Addresses *all* areas of an organization;
2. Emphasizes *customer satisfaction*;
3. Uses continuous improvement methods and tools

The Quality Toolbox 2005

Cycle of Success



Adapted from H. Schlicksupp, Innovationsberatung, Heidelberg, Germany

New operating environment

- Cross-Functions (Integrated Systems Approaches)
- Links to Customers and Suppliers
- Customer Segmentation
- Global Scale
- Innovation
- Knowledge Workers
- Quantitative and Qualitative Research

What Is Corporate Governance?

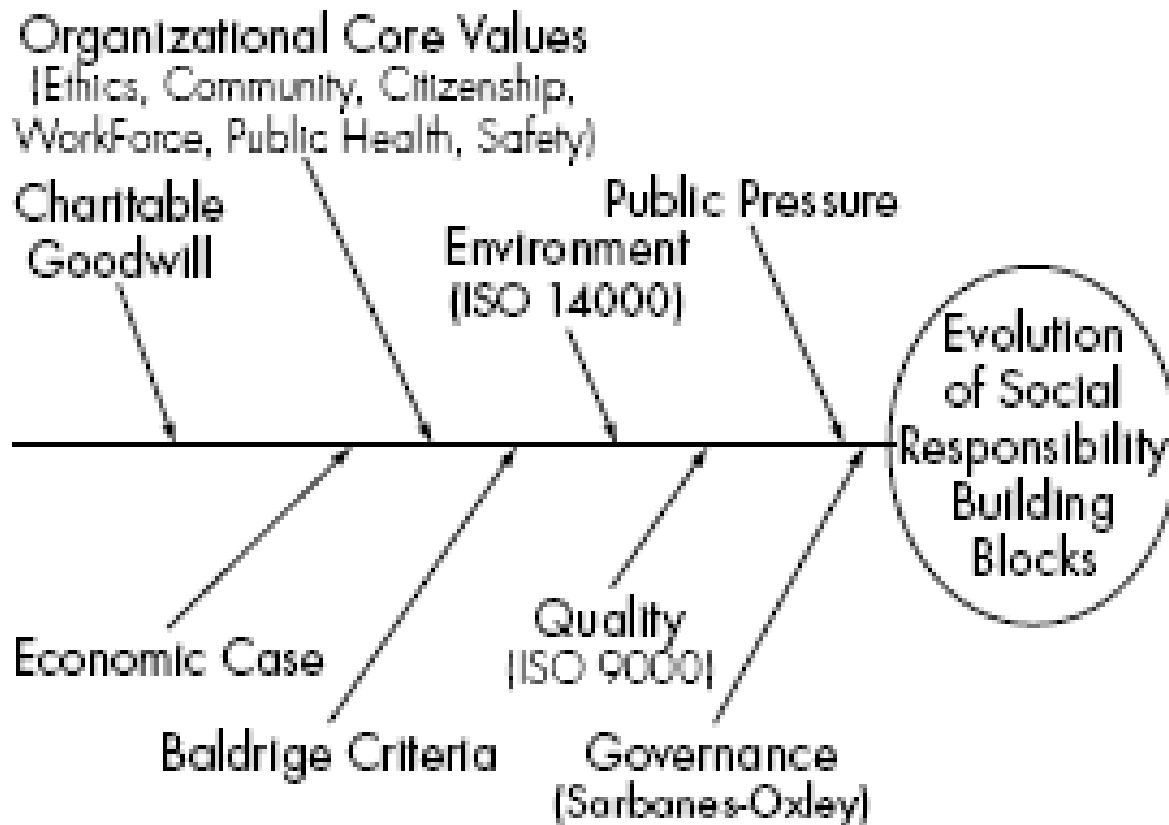
People and organizations

- Ethical behavior
- Having sensitivity toward:
 - social
 - cultural
 - economic
 - environmental issues



The Quality Connection

- Evolution of Social Responsibility



Frameworks Improve – New areas of emphasis for T&T framework

- Board Accountability (Efficacy Results)
- Integrated Risk Management
- Coordinated Management Systems
- Monitoring and Reporting (at various levels, but mainly outcome and impact)
- Quality Enhancement and Improvement
- Stakeholder engagement and Interactions

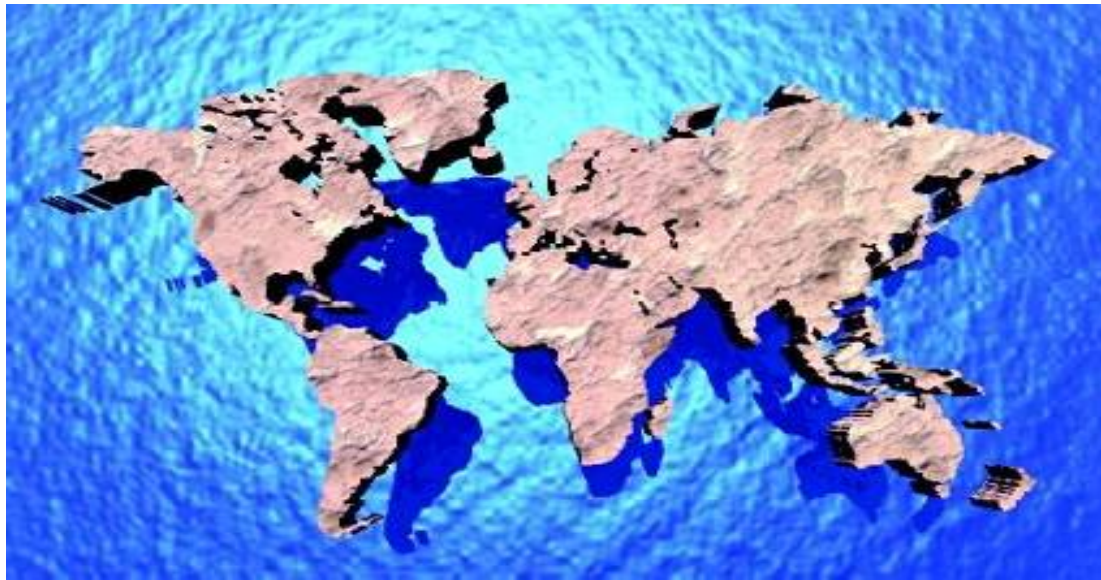
Quality Triple Bottom Line



Bottom Line

**Quality + Corporate Governance
+ Social Responsibility +
Innovation
= Competitive Advantage**

**The World Grows Smaller.
Its Need for Quality Grows
Ever Larger.**



CONCLUSION

Final thoughts

- In today's dynamic frontier environment past success means nothing
- **Think Out the Box**
- Integrate vs piecemeal
- Adopt **integrated management systems** and utilize evidence based practices.
- Sustained improvement must be **self-sustaining**
- s

Critical Driving Forces



◀ **Speed** - sense of urgency

◀ **Knowledge** - leverage on knowledge

◀ **Talent** - harness creativity and effort

Building up our capacity in

Total Organisational Excellence

*

Innovation and Enterprise

*

**Openness, Responsiveness and
Involvement**

Organizational Excellence



All-round Excellence:

- ← Leading people
- ← Managing systems
- ← Delighting customers

TNT Framework and Award

- ← CG Code framework, Competitiveness Framework
- ← Integrate International Standards. ISOs etc
- ← Public Service Awards

Organizational Excellence



Excellence in Service

- ← World-class benchmarks (SQA, ISO)
- ← E-Government (PS-Online, eCitizen Centre)
- ← “More Vision, Less Bureaucracy”
- ← Networked Government

Organizational Excellence



Benchmarking:

- ← SQA/ISO Guidebook
- ← SQA/ISO Self-Assessment System
- ← Centre for Best practices (innovation/Competitiveness Fora)
- ← Sharing/Networking
- ← Create idea incubators

Thank You...

Thoughts...

Concerns...

Opportunities for Improvement...

Support...

Enthusiasm...