

Annual Report

2024 / 2025

From growth to transformation,
our journey reflects a
commitment to productivity and
progress for all.



SINGAPORE
PRODUCTIVITY
ASSOCIATION

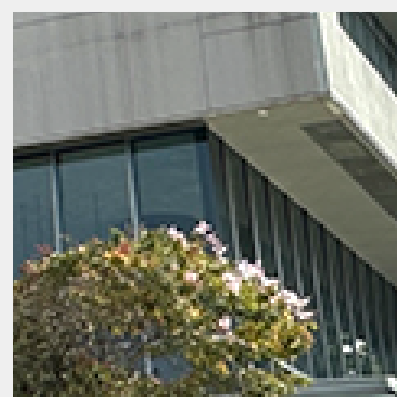
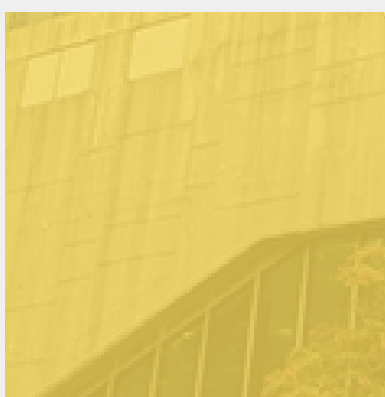
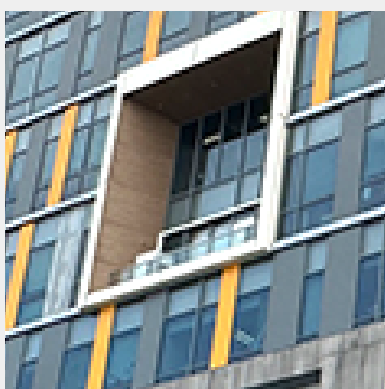
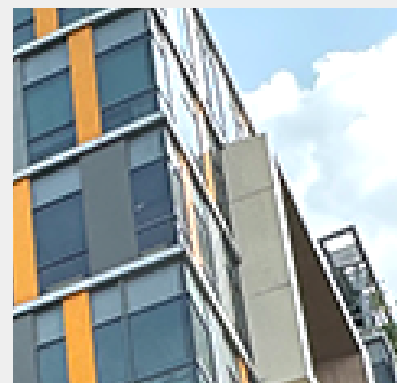


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President's Message



Dear Esteemed Members,

As the work year from April 2024 to March 2025 draws to a close, we at the Singapore Productivity Association (SGPA) want to reflect on a year of significant achievement and reaffirm our steadfast commitment to supporting your growth and success. The past year has been one of both challenges and opportunities, and we are immensely proud of the resilience and adaptability demonstrated by our local SMEs.

A Look Back at Our Efforts (April 2024 - March 2025)

This past year, our efforts were centred on equipping you with the tools, knowledge, and connections to thrive. We are delighted to share some of the key highlights:

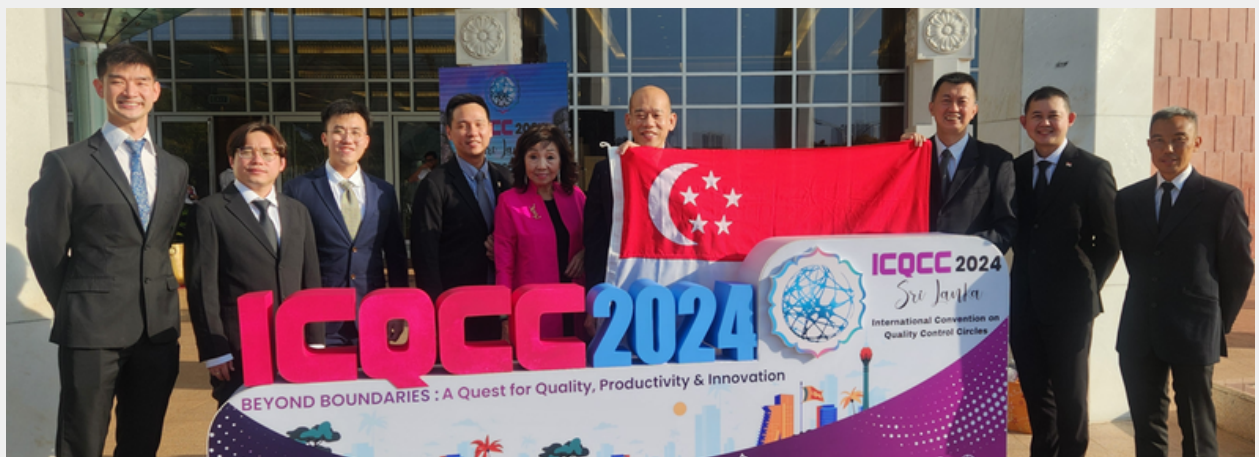
- **Championing Excellence on the World Stage:** We proudly flew the Singapore flag high at the 49th International Convention on Quality Control Circles (ICQCC) in Sri Lanka. We led a 10-team delegation where every single team achieved a prestigious GOLD award. Our international outreach also included a valuable exchange programme with Taiwan's Corporate Synergy Development Center, strengthening regional ties in productivity.
- **Strengthening Our Core Programmes:** Our flagship Team Excellence (TE) Programme remained a cornerstone for driving ground-up innovation. Across several public and in-house assessment runs, we engaged with over 150 teams, helping them on their continuous improvement journeys. We have also begun a comprehensive refresh of the TE programme to enhance its value for all participants.

Planning Ahead

Economic forecasts point towards steady but cautious growth for Singapore. To remain resilient, SMEs must proactively navigate this evolving landscape.

we foresee the following key trends and recommendations for our SMEs:

- **The Age of AI:** The adoption of Artificial Intelligence will no longer be a choice but a necessity for productivity gains. We urge you to start exploring how AI can be integrated into your operations, from automating routine tasks to gaining valuable customer insights.
- **Sustainable Practices:** There is a growing global emphasis on sustainability. Integrating environmentally friendly and socially responsible practices into your business will not only be good for the planet but also for your brand and bottom line.
- **Building Resilient Supply Chains:** Geopolitical uncertainties will continue to impact global supply chains. It is crucial to diversify your sourcing, explore nearshoring options, and leverage technology for better supply chain visibility.



Future-Ready and Stronger Together

To better serve you in this dynamic environment, the SGPA is revisiting its value proposition. We are committed to getting Singapore's productivity to be future-ready by introducing a suite of new and exciting programmes designed to address the challenges and opportunities of tomorrow.

Furthermore, we are dedicated to fostering stronger collaborations with other Trade Associations and Chambers (TACs). By working together, we can create a more vibrant and supportive ecosystem for all Singaporean SMEs.

Thank you for your continued support and commitment to a more productive Singapore.

Lydia Goh

President
Singapore Productivity Association

Corporate Information



SINGAPORE PRODUCTIVITY ASSOCIATION

Date of Incorporation:

19 February 1973

Place of Incorporation:

Singapore

Activities:

Membership & Community Engagement
Capability Development & Training
Assessment & Recognition
International Collaboration

Address:

11 Eunos Road 8 #08-01
Lifelong Learning Institute
Singapore 408601

Management Committee

Lydia Goh, President
Danny Lien, 1st Vice President
Janice Lua, 2nd Vice President
Lydia Ang, Honorary Treasurer
Jensen Chen, Honorary Secretary
Alice Chan, Member
Jackie Tan, Member
Jedrick Tan, Member
Kelvin Ong, Member
Kenneth Chia, Member
Logan Wong, Member
Lui Chuian Feng, Member
Malcolm Chua, Member
Melvin Tan, Member

Secretariat Team

Michael Tan, Executive Director
Edgar Xie, Deputy Executive Director
Lian Yee Keat, Secretariat

Legal Advisory

Bih Li & Lee LLP

Auditor

Tan Chan & Partners



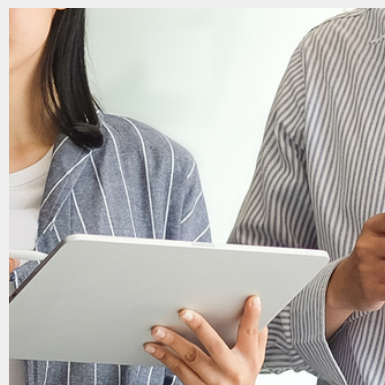
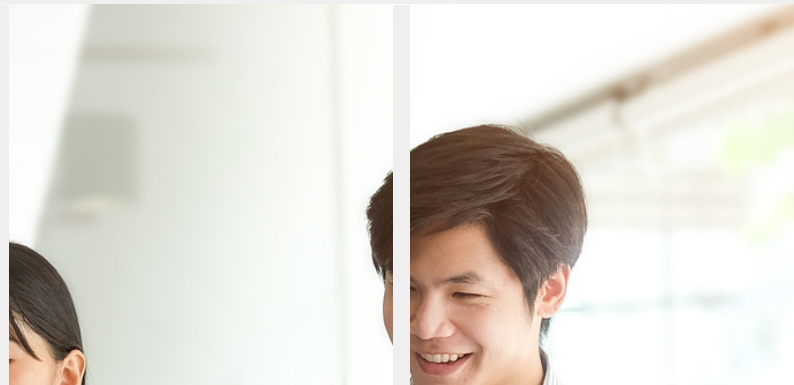
Strategic Framework

Our unified strategy, driven by Singapore Productivity Association and its subsidiary, the Singapore Productivity Centre (SGPC), is to act as a Productivity Ecosystem Catalyst for a competitive and future-ready Singapore.

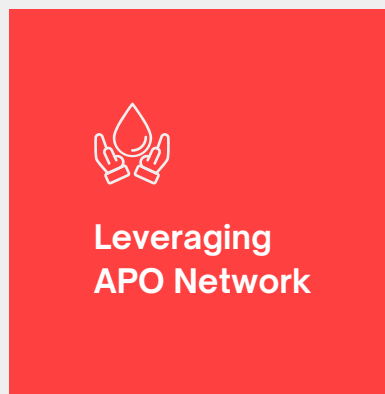
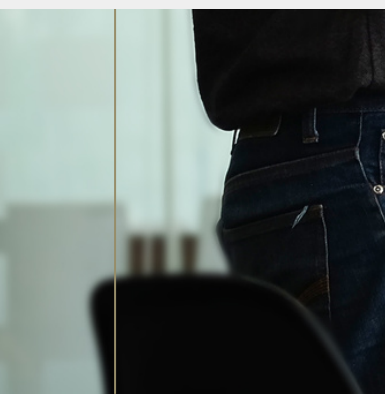
This strategy is founded on three core pillars: executing deep enterprise transformation to build business capabilities, actively nurturing a culture of innovation across industries, and leveraging the Asian Productivity Organization (APO) network to bring global best practices to local firms. This focused approach ensures we equip Singaporean enterprises with the essential tools, mindset, and connections needed to achieve sustainable growth and world-class excellence.



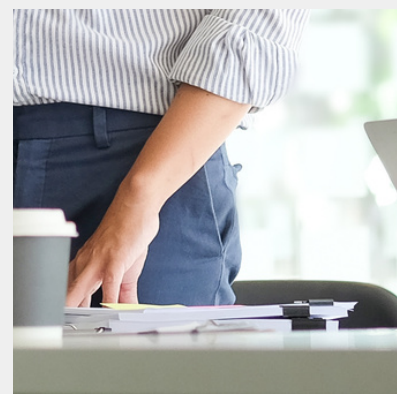
Deep Enterprise Transformation

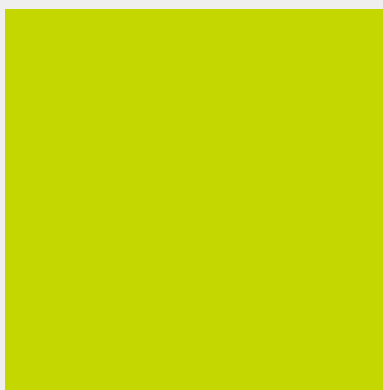


Nurture
Innovation
Culture

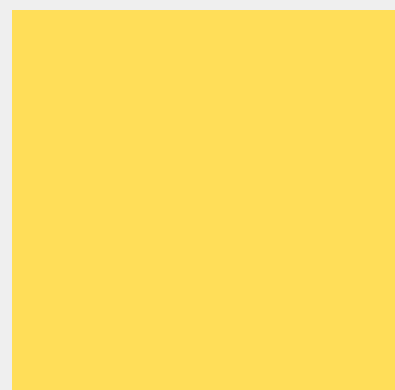


Leveraging
APO Network





International Partnership



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**ICQCC
Members**

SGPA serves as a Coordination Committee Member of the International Convention on Quality Control Circles (ICQCC), an international platform that unites 12 economies. Through this role, SGPA actively exchanges insights, shares best practices, and fosters cross-border collaboration, reinforcing Singapore's leadership in advancing productivity and continuous improvement on the global stage.

Singapore Productivity Centre (SGPC), a wholly owned subsidiary of SGPA, serves as Singapore's National Productivity Organization (NPO) under the Asian Productivity Organization (APO). In this capacity, SGPC represents Singapore in a network of more than 21 member economies, working together on initiatives in productivity, digital transformation, sustainability, and innovation. This global link provides enterprises in Singapore with direct access to regional expertise, knowledge sharing, and opportunities to participate in impactful cross-economy programmes.

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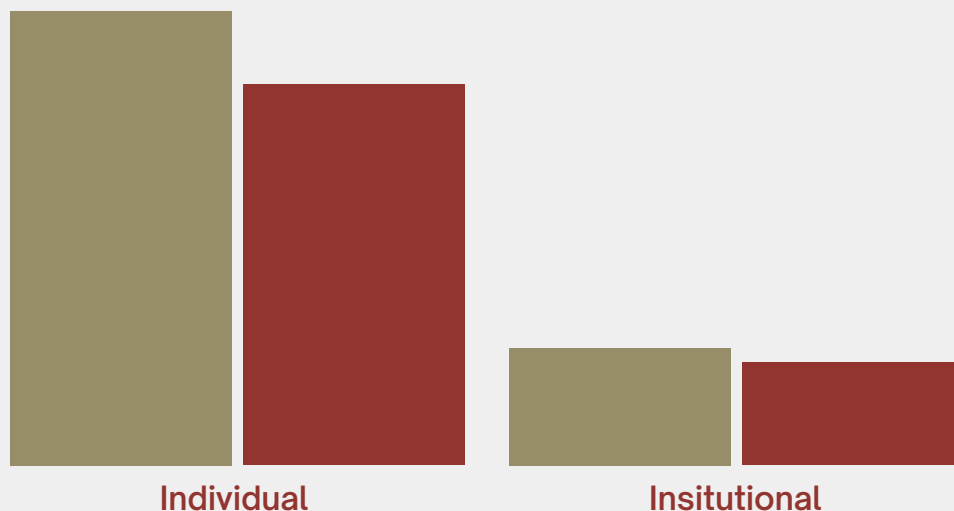
**APO
Members
Economies**



Membership

Membership in the Association is open to any individual or institution with an interest in the productivity and quality movement or those who have participated in our training programmes and activities.

Our membership consists of Ordinary members for individuals, Institutional members for Singapore-based organisations, and Associate Institutional members for entities established outside of Singapore that have a local interest. This structure allows us to welcome a diverse range of professionals and organisations wishing to connect with others who share similar objectives.



Ratio
4 : 1

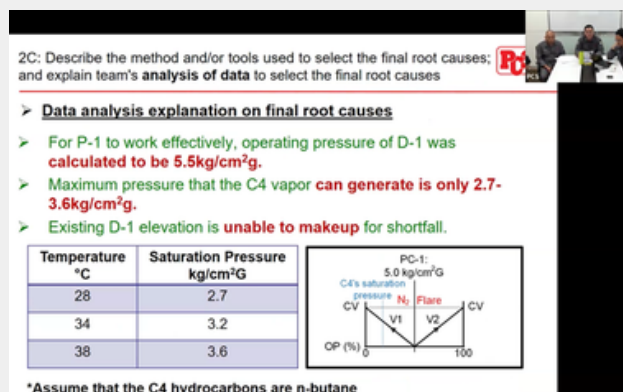
Events Highlight

Team Excellence Assessment

As our signature programme, the Team Excellence Assessment continues to be a valuable platform for organisations to evaluate their innovative projects against national criteria.

This year, through two public runs and multiple in-house assessments, we achieved a significant 8% growth in participation. We are also proud to announce a 1% increase in teams winning the prestigious STAR award.

We sincerely thank the 10 organisations from diverse industries, including healthcare and the public sector, for their vital contributions. Their commitment is crucial in upholding Singapore's high standards of productivity and innovation.



Team of IQCs are formed to champion continuous improvement, innovation, and learning

Excellence through best practice.

International Convention on Quality Control Circle (ICQCC)



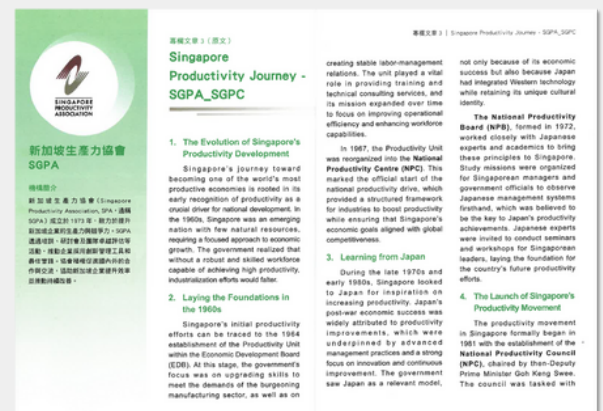
As a Coordinating Committee Member of the International Convention on Quality Control Circles (ICQCC), SGPA proudly represented the nation at the ICQCC 2024, held in Colombo, Sri Lanka, from 11 to 14 November.

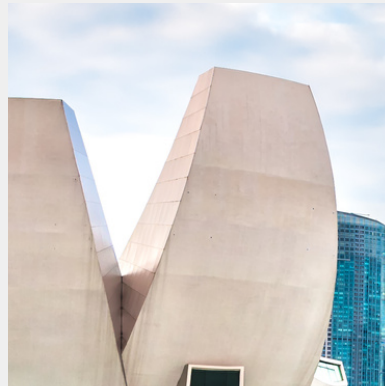
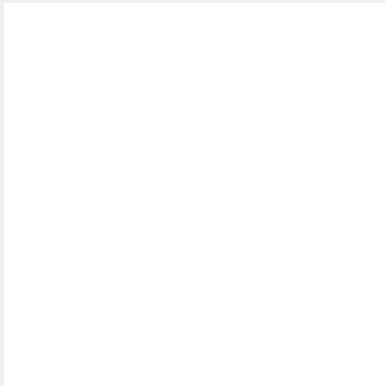
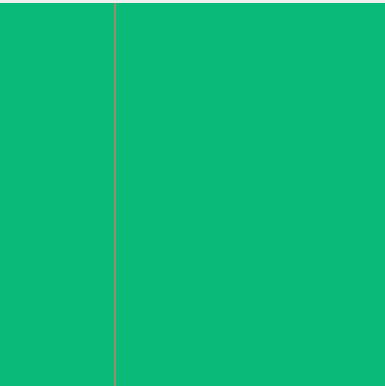
Our delegation, led by President Lydia Goh, joined 12 other economies to discuss regional efforts in quality and productivity. Demonstrating Singapore's commitment to excellence, all 10 teams from the 3 participating organisations achieved GOLD awards—the highest accolade at the convention.

Continuous Improvement Exchange

From 21 to 24 November 2024, the Corporate Synergy Development Center (CSD) of Taiwan invited SGPA to participate in a collaborative exchange programme.

As part of this engagement, SGPA was honoured to contribute an article on the Singapore Quality movement and deliver a presentation during the prestigious Taiwan Continuous Improvement Award (TCIA) Ceremony. This invitation underscores the strong bilateral relationship and mutual respect between our organisations in championing productivity and continuous improvement.





Thank You

We invite you to explore this Annual Report and discover the milestones and achievements that shaped our year. Together with enterprises, SGPA continues to embrace transformation, spark innovation, and pursue excellence for a more productive future.



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