Workshop on Service Excellence

Dear Colleagues,

Greetings from the Asia-Pacific Regional Office!

Many attributes measure the success, efficiency and performance of an organization or a business. One key attribute is ‘Customer Service’. Be it a profitable or non-profitable organization, the daily activities of an organization often centers around ‘customers’, referring to an existing or potential user or buyer of a product or service. Today, the trend may have graduated from merely achieving “Customer Satisfaction” towards achieving "Service Excellence" and "Customer Experience", adopting customer advocacy and service quality policies where the focus is on what is best for the customer.

In view of the above factors influencing the NSOs, need is felt to strengthen our abilities to cope with current trend towards serving our members. This will help NSOs in improving its efficiency towards needs and expectations resulting to members delight.

The APR Management Sub-Committee (2009-2012) had issued a concept paper on Services from the NSOs in April 2012, as a result, the 24th APR Scout Conference adapted the APR Plan that directs to support NSOs in this area. Thus, the workshop is organize to help in better understanding the concept, share experiences, acquire knowledge and skills and improve our services to our members.

We are happy to inform that Persekutuan Pengakap Malaysia will host the Workshop on Service Excellence from 11 to 15 April 2015.

Details are as following:

**Date:**
11 - 15 April 2015
(arrival on 10th April, Friday and departure on 16th April, Thursday)

**Venue:**
International Youth Centre (IYC)
Kuala Lumpur, Malaysia

**Participants:**
Key decision making leaders (Chief Commissioner/ District Commissioners, Secretary Generals, Executive committee members, etc) and those responsible for developing Rules and Procedures, directly dealing with members (leaders/ young people) at national and sub-national levels, interested in the subject, willing to further share the knowledge back in the NSO as well as to undertake related tasks benefitting the NSO.

**Aim:**
The aim of this workshop is to create awareness on the role of a National Scout Organization and understanding the importance of its direct and indirect customer needs and satisfaction through member oriented service.
Objectives:

- To identify who are direct and indirect customers of NSOs
- Identify service provided currently and areas of improvement
- Recognize the competency areas to be improved to meet members expectations
- Develop strategies to meet the challenges

Registration Fee:
USD $125.00 covers inland transport, Food and accommodation during the event, workshop materials, souvenirs, and educational tour

Visa:
Please check if you need visa to enter Malaysia. Should you require visa, please send your passport details in advance to facilitate the invitation letter.

NSOs are requested to send their nominations, using the attached reply slip latest by 15 February 2015.

Happy Scouting to everyone!

With best regards,

J. Rizal C. Pangilinan
Regional Director

jrcp/sps/czl
19Dec2014
Workshop on Service Excellence
IYC • Kuala Lumpur, Malaysia
11 to 15 April 2015

REPLY SLIP

National Scout Organization: 

The following Scout Leader/s from our Scout association will participate in the Workshop on Service Excellence.

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Remarks: 

Printed Name: ____________________________ Designation: ____________________ Signature: ____________________

Date: ____________________________

Please send this reply slip not later than 15 February 2015.

To: Mr YB. Dato' Dr. Mohamad Shahrum bin Osman
National Chief Scout Commissioner
Persekutuan Pengakap Malaysia
"Rumah B-P", Jalan Hang Jebat
50150 Kuala Lumpur, Malaysia
Tel No: +603 20780836/ 20706978
Fax No: +603 20709057
Email: pengakap@scouts.my

Cc: Mr. J Rizal C Pangilinan
Regional Director
World Scout Bureau / APR
4F ODC International Plaza Building
219 Salcedo St., Legaspi Village
Makati City, Philippines
Tel No: +63 2 8180984/ 8171675
Fax No: +63 2 8190093
Email: asia-pacific@scout.org