

**BUSINESS EXCELLENCE CERTIFICATION EXTENSION REQUEST FORM**

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| **Instructions** |
| **Eligibility**  For certified Business Excellence (BE) organisations working towards renewal of their certificate.  **Requirements**   1. An extension request can be made only if the certificate is still valid. If the request is made after the validity period, the certificate is deemed to have lapsed, and the next assessment will be taken as a new application.   Certificate Validity Periods:   1. Singapore Quality Class (with/without niches): 3 years 2. Singapore Quality Class Star (with/without niches): 4 years 3. BE Awards (including SQA, SQA with Special Commendation and Niche Awards): 5 years 4. Organisations should review their business operations before applying. 5. Organisations are advised to discuss with an Enterprise Singapore (ESG) BE coach on the timeline taking into considerations the time required to prepare the application report and complete the whole assessment process. 6. All extension requests should adhere to the following parameters: 7. Organisations can only apply for a maximum of two (2) extension requests; and 8. The maximum extension period cannot exceed 12 months (cumulative) 9. Any extension request equal to and beyond **9 months** from the date of expiry will require the following to be submitted: 10. Updated organisation profile (Attached as Annex A); and 11. List of projects and/or initiatives taken to address identified areas of improvement listed in the last assessment feedback report (Attached as Annex B) 12. The applicant shall provide all necessary information and supporting documents, if any, for verification purposes. Please submit the completed extension request form with any accompanying supporting documents through email to the BE secretariat ([BE@enterprisesg.gov.sg](mailto:BE@enterprisesg.gov.sg)).   All extension requests will be reviewed on a case-by-case basis. The decision by ESG is final and ESG shall reserve the rights to revoke any approved extension requests as it deems fit. |

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| **Part 1 – Organisation Details** | | | |
| **Organisation Name:** |  | | |
| **Salutation:** |  | | |
| **CEO’s Name:** |  | | |
| **Email:** |  | **Contact No.:** |  |

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| **Part 2 – Extension Details** | | | | |
| Please list the certificate(s) that the organisation is seeking an extension of validity for. Please list each certificate in a **separate line**. Please state the **original**expiry date of each certificate. | | | | |
| **Cert No.** | **Certificate Type** *(Eg. SQC, SQC with People, Innovation or Service)* | **Original**  **Expiry Date** | **Request for Extension Till** | **Extension For** |
| *SQCXXXX* | ***E.g.*** *SQC* | *31 Jan 2019* | *30 Apr 2019* | *3 Months* |
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| **Part 3 – Justification for Extension** | |
| Please provide reason(s) for the request. It should include but are not limited to the following:   1. Details of issue(s) faced 2. Action plan and timeline for recertification | |
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| **Part 4 – Timeline** | |
| Please provide the proposed application date and site visit month. Do take note that submission of the application report and assessment site visit have to be done within the extended validity period.  Please refer to the application guides listed on our Business & Service Excellence Website for more details. | |
| **Application date (for re-certification):** | DD MMM YYYY |
| **Site visit period:** | MMM YYYY |

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| **Part 5 – Declaration** | |
| By sending this form, I declare that the information provided in this form is true and that I am authorized to act as a representative of the organisation for the purpose of this Business Excellence certification. I understand that any inaccuracies would result in a failure to obtain an extension for the validity period of my organisation’s Business Excellence certification. | |
| **Date of Request:** |  |
| **Management Representative’s Name:** |  |
| **Designation:** |  |
| **Email:** |  |
| **Contact Number:** |  |

**Annex A**

Please complete Annex A and B if you are applying for an extension period equal to or beyond 9 months from its Business Excellence certification expiry date.

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| **Organisation Profile** |
| Please provide an overview of your organisation profile. It could include the following:   1. Description of core businesses and key value proposition 2. Mission, Vision and Values 3. Organisation strategic direction 4. Stakeholders 5. Key organisation figures (e.g. Annual revenue and employee size) |
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| **Core Capabilities** |
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| **Industry-Specific Challenges and Opportunities** |
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**Annex B**

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| **Improvement Activities** | |
| Please list the key projects and/or initiatives that your organisation has taken to address the areas of improvement listed in the last assessment feedback report. You may list both on-going and past projects in point form. If possible, please include the efficacy and/or results of the implemented plans. | |
| **Leadership** |  |
| **Customer** |  |
| **Strategy** |  |
| **People** |  |
| **Processes** |  |
| **Knowledge** |  |