

## FAQ

### 1. When will the Business Excellence (BE) initiative be formally concluded?

BE Awards (Singapore Quality Awards (SQA), People Excellence Awards (PEA), Innovation Excellence Awards (IEA) and Service Excellence Awards (SEA), SQA with Special Commendation)

The BE Awards has concluded its 25<sup>th</sup> year in 2019, and will no longer be continued from 2020 onwards.

BE Certifications (Singapore Quality Class (SQC), SQC with People, SQC with Innovation, SQC with Service, SQC Star, SQC Star with People, SQC Star with Innovation and SQC Star with Service)

The BE Certifications will be discontinued after **30 September 2020**.

Organisations that have already begun preparation for the BE certification applications for 2020 may continue to do so, and submit the applications **by 30 September 2020**. Approved certifications will be valid for 3 years for SQC certifications and 4 years for SQC Star certifications.

### 2. Why is the BE initiative discontinued?

The BE initiative was introduced in 1994 as a recognition programme to inspire Singapore organisations toward operating at a higher level of performance and strengthening their capabilities through the concept of excellence.

In the last 25 years, BE initiative has impacted over 2,000 organisations through the BE Awards and Certification recognition. These organisations and their management best practices served as exemplary role models for other aspiring organisations. Today, many other organisations and leaders have understood and internalised the concept of business excellence to strengthen their organisational management practices, systems and processes as well. In this respect, the BE initiative, as a recognition programme, has achieved its intended objectives.

With consultation from valuable key stakeholders, including members of the SQA Governing Council (SQA GC) and Management Committee (SQA MC), BE and non-BE organisations and assessors, the BE initiative will be concluded in 2020.

Business excellence however is still relevant. There continues to be various programmes, initiatives and awards administered by economic agencies and industry partners that champion the mindset and practice of excellence.

**3. Can I still access BE resources?**

You can still access the BE framework on our website [here](#). You can also approach our Business Advisors at the SME Centres to evaluate your organisational health [here](#).

**4. My organisation currently is SQC certified. Do we still need to submit our Mid-Term update report?**

No. With the discontinuation of the BE initiative, all SQC certified companies do not need to submit the Mid-Term update report moving forward.

**5. My organisation currently is/was SQC certified. Can we continue to use the SQC logo?**

All SQC certified organisations can use the SQC logo within the validity period of 3 years and the SQC Star logo within the validity period of 4 years from when it was obtained.

For more information, please refer to the Identity Guide [here](#).

**6. My organisation is/was a SQA/IEA/PEA/SEA winner. Can we continue to use the respective award logo(s)?**

SQA/IEA/PEA/SEA winners can continue to display the logos, which indicate the year the awards were obtained.

For more information, please refer to the Identity Guide [here](#).

**7. My organisation is due for renewal by the end of 2020 and beyond. What are the possible next steps we can take?**

Organisations keen on applying for or renewing their BE certification must submit the application [here](#) by **30 September 2020**.

If your organisation is unable to submit the application in time but would still like to assess your organisational health, you can do so by approaching SME centres [here](#).

## 8. If my organisation applied for the Enterprise Development Grant (EDG) grant for my BE/SQC consultancy project, how will I be affected?

For EDG BE applications submitted **before 6 March 2020**, the applicant organisation can choose between two options:

**Option 1:** Organisation to go through the BE/SQC certification assessment as part of the project deliverables. The applicant organisation should ensure the project completion timeline is reasonably sufficient to complete and to submit the certification application by **30 September 2020**.

**Option 2:** Organisation to not go through the BE/SQC certification assessment. The project deliverable to undergo the certification can be waived, but other project deliverables that were committed will still need to be met.

Any EDG BE application submitted **after 6 March 2020** must complete the BE assessment as one of the project deliverables. The applicant organisation must ensure the project completion timeline is reasonably sufficient to complete and to submit the certification application by **30 September 2020**.

If your organisation is not keen to complete the BE/SQC consultancy project, it is possible to withdraw the project if the LOF has not been accepted.

## 9. If my company is currently planning to embark on a BE project under the EDG, how will I be affected?

Any EDG BE application submitted **after 6 March 2020** must complete the BE assessment as one of the project deliverables. The applicant organisation must ensure the project completion timeline is reasonably sufficient to complete and to submit the certification application by **30 September 2020**.

Alternatively, it is possible for the applicant organisation to apply for a [Business Strategy Development EDG project](#) that aims to undergo an organisational review and formulation of strategic developmental roadmap using the BE framework. However, the scope of such projects must go beyond organisational diagnostics to include key and specific areas for capability development.