

enhanced The Business Excellence Initiative

The Business Excellence (BE) initiative managed by SPRING Singapore provides organisations with a roadmap for excellence and helps them understand how they can improve their performance. This is done through a thorough assessment of their organisational performance based on the internationally benchmarked BE framework.

With the dynamic business landscape and changing management trends, it is important for organisations to strengthen their business fundamentals to keep pace with economic developments and technological trends and seize new market opportunities.

The existing four BE frameworks will be streamlined into one single framework. All organisations will pursue the Singapore Quality Class (SQC) as a required foundation before deepening niche capabilities of People, Service and Innovation. Organisations with outstanding performance can apply for the BE Awards.



SQC serves as the foundation for robust business and management fundamentals.

Organisations that wish to deepen capabilities in areas of Service, People and Innovation can pursue niche recognition.



SQC Star recognises organisations that have made further improvement in their business excellence journey.



The BE Awards recognise organisations for their outstanding management capabilities and achievement of world-class standards of performance.

Building a common identity

■ The SQC recognition serves as a trust factor for Singapore enterprises allowing them to distinguish themselves from industry peers and instil confidence in their stakeholders.

■ The single mark of excellence will enable better and consistent branding for organisations to their customers and key partners, representing their achievement of business excellence and sustainable performance.