

## **List of Abbreviations**

5S	Seiri, Seiton, Seisou, Seiketsu, Shitsuke (Sort, Straighten, Shine, Systematize, Standardize/Self-discipline)
ABCERQ	Association Burkinabé pour les Cercles de Qualité et le Management Participatif (Burkinabe QC Circle Association)
ABMAQ	Association Burkinabé pour le Management de la Qualité (Burkinabe Quality Management Association)
ABPAQ-EA	Association Burkinabé pour le Promotion de l' Assurance Qualité dans les Entreprises Alimentaires
ACP	Africa, Caribbean, and Pacific
APO	Asian Productivity Organization
ASEAN	Association of South East Asian Nations
BCA	Building and Construction Authority
BIAC	Botswana Institute of Administration and Commerce
BNPC	Botswana National Productivity Center
BQW	Botswana Quality Workforce
CAF	Common Assessment Framework
CNSS	Caisse Nationale de Sécurité Sociale (National Social Security Fund)
CSR	Corporate Social Responsibility
CWQC	Company-wide Quality Control
DPIFs	District Productivity Improvement Forums
EC	European Commission
ECOWAS	Economic Community of West African States
EDB	Economic Development Board
EKI	Ethiopian Kaizen Institute
ESC	Economic Strategies Committee
ESP	Enterprise Support Program
EU	European Union
F&B	Food and Beverage
FASONORM	Direction de la Normalisation et de la Promotion de la Qualité (Directorate for Standardization and Quality Promotion)
FCFA	CFA Franc
FDI	Foreign Direct Investment
FY	Fiscal Year

GCI	Global Competitiveness Index
GDP	Gross Domestic Product
GHQ	General Headquarters
GRIPS	National Graduate Institute for Policy Studies
ICT	Information and Communication Technology
IE	Industrial Engineering
IFC	International Finance Cooperation
IMF	International Monetary Fund
IRS	Information and Research Service
ISO	International Organization for Standardization
JETRO	Japan External Trade Organization
JICA	Japan International Cooperation Agency
JIS	Japanese Industrial Standards
JIT System	Just-In-Time System
JK Activities	Jisyu-Kanri (self-management) Activities
JMA	Japan Management Association
JMAC	JMA Consultants Inc.
JPC	Japan Productivity Center
JPC-SED	Japan Productivity Center for Socio-Economic Development
JSPP 21	Japan-Singapore Partnership Program for the 21st century
JUSE	Union of Japanese Scientists and Engineers
LMR	Labor-Management Relations
MEBF	Maison d'Entreprises du Burkina Faso
MITI	Ministry of International Trade and Industry
MOI	Ministry of Industry (Ethiopia)
MOM	Ministry of Manpower (Singapore)
MOTI	Ministry of Trade and Industry (Ethiopia) (Botswana)
MOU	Memorandum of Understanding
MSD	Management and Supervisory Development
MSE	Micro and Small Enterprises
MTI	Ministry of Trade and Industry (Singapore)
NGO	Non-Governmental Organization
NPB	National Productivity Board (Singapore)
NPC	National Productivity Council (Singapore)

NPCEC	National Productivity and Continuing Education Council
NSO	National Strategy Office
NTUC	National Trade Union Congress
ODA	Official Development Assistance
OJT	On the Job Training
ONAC	Office National du Commerce Exterior (National Export Promotion Bureau)
P&Q	Productivity and Quality
PAPA	Pan-African Productivity Association
PBRs	Performance Based Reward System
PDCA	Plan-Do-Check-Act
PDP	Productivity Development Project
PHRD	Policy and Human Resources Development
PMS	Performance Management System
PSB	Productivity Standard Board
PSP	Public Service Program
QC	Quality Control
QCC	Quality Control Circle
QCD	Quality, Cost, Delivery
QMS	Quality Management System
R&D	Research and Development
SADC	Southern African Development Community
SCP	Singapore Cooperation Program
SDF	Skills Development Fund
SECJ	Social and Economic Congress of Japan
SME	Small and Medium Enterprise
SMED	Single-Minute Exchange of Die
SMME	Small, Micro and Medium Enterprise
SPA	Singapore Productivity Association
SPPF	Special Project Preparation Facility
SPRING	Standards, Productivity and Innovation Board
SQ	Singapore Airlines
TAP	Total Approach to Productivity
TPM	Total Productive Maintenance
TPS	Toyota Production System

TQC	Total Quality Control
TQM	Total Quality Management
TVET	Technical and Vocational Education and Training
UEMOA	Union Economique et Monetaire Ouest Africaine (West African Economic and Monetary Union)
UNIDO	United Nations Industrial Development Organization
US	United States
WCPCE	Working Committee for Productivity and Continuing Education
WIT	Work Improvement Team
WW2	Second World War