We value your feedback.

Please send us your comments and suggestions at https://portal.wda.gov.sg/feedback
The manufacturing industry is an important pillar of Singapore’s economy, accounting for more than one-sixth of the country’s Gross Domestic Product (GDP). Over the years, the landscape has transformed from a labour-intensive sector to one that is progressing rapidly up the value chain towards knowledge-intensive and innovation-driven activities. It is therefore vital for Singapore to enhance manufacturing excellence to remain competitive and resilient.

It is crucial to boost productivity and enable innovations in manufacturing processes and workflow to attain manufacturing excellence.

Productivity growth is a journey of continuous improvements involving employees at all levels; firms must also innovate relentlessly to thrive in a rapidly changing world. Proactive steps must be taken to prepare employees for the challenges that lie ahead. The skills of the employees need to be upgraded so that they can contribute to the nation’s drive towards manufacturing excellence.

**FAST FACTS**

**SINGAPORE’S MANUFACTURING INDUSTRY**

The manufacturing industry is home to many multinational corporations (MNCs) and small and medium enterprises (SMEs) from sectors such as precision engineering, logistics, pharmaceuticals and wafer fabrication.

**FUELING HISTORIC GROWTH**

Singapore’s manufacturing sector grew from 11% of Singapore’s GDP in 1960 to 17% in 2014.

**MANUFACTURING AS A KEY DEVELOPMENT STRATEGY**

As Singapore progresses towards a global, entrepreneurial and diversified economy, a key development strategy is to upgrade the manufacturing sectors. The focus is on improving cost competitiveness as well as empowering the workforce with relevant skills and developing new capabilities.

**ALMOST 15%**

Singapore’s manufacturing industry employs approximately 15% of our workforce. Fuelled by strong global demand and continual innovations in manufacturing processes, the future of the manufacturing sector is bright.
The Singapore Workforce Skills Qualifications (WSQ) is a national credentialing system. It trains, develops, assesses and recognises individuals for the key competencies that companies look for in potential employees.

WSQ is based on national standards developed by Singapore Workforce Development Agency (WDA) in collaboration with various industries comprising industry sectoral frameworks which serve to:

1/ PROFESSIONALISE
the industry, particularly where recognition of Continuing Education and Training (CET) qualifications are lacking.

2/ IMPROVE
labour mobility allowing companies in growing industries to easily recruit workers with the necessary skills whilst improving opportunities for workers to enter these industries.

3/ PROVIDE
more opportunities for workers to enter growing industries.

WHAT IS GENERIC MANUFACTURING SKILLS WSQ FRAMEWORK?

The Generic Manufacturing Skills (GMS) WSQ framework is a national skills training system developed by various sectors in the manufacturing industry and WDA. It offers a systematic pathway that aims to equip the workforce with vital industry skills and knowledge to enhance competency, increase operational productivity and professionalism within the industry.

Within the framework, qualifications are categorised under two main tracks: namely the Productivity Innovation Skills and the Manufacturing Sectoral Skills.

GMS WSQ FRAMEWORK AT A GLANCE

You can choose to up-skill by taking individual modules that suit your needs. Refer to Annex on page 14 for more information.

<table>
<thead>
<tr>
<th>1 / TRACK</th>
<th>2 / TYPES OF TRAINING</th>
<th>3 / WHAT IS THIS ABOUT?</th>
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</thead>
<tbody>
<tr>
<td>Productivity, Innovation and Quality Systems</td>
<td>- Comprise of key productivity and innovation methodologies, tools and techniques</td>
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<td></td>
<td>- Support the development and implementation of productivity and quality systems</td>
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<tr>
<td></td>
<td>- 32 training modules</td>
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<tr>
<td>Teamwork</td>
<td>- Related to managing and planning of teams and projects to support the organization’s business functions</td>
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<td>WSH</td>
<td>- 4 training modules</td>
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<td>Logistics and Supply Chain Management</td>
<td>- Support the development and implementation of supply chain management, warehousing and logistical systems</td>
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<td></td>
<td>- 11 training modules</td>
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<tr>
<td>Precision</td>
<td>- Comprise of key manufacturing and precision tools and techniques</td>
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</tr>
<tr>
<td></td>
<td>- 3 training modules</td>
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</tr>
<tr>
<td>Integration and Automation</td>
<td>- Support the manufacturing and maintenance functions</td>
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</tr>
<tr>
<td></td>
<td>- 10 training modules</td>
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<tr>
<td>Process and Food Manufacturing</td>
<td>- Support the development and implementation of systems and processes for the Process industry, including the Food Manufacturing sector</td>
<td></td>
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<tr>
<td></td>
<td>- 8 training modules</td>
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</table>
GMS WSQ PROGRAMMES

Level: Diploma

Productivity Innovation Skills Track

WSG Certified Productivity and Innovation Manager (WSG CPI Manager)
The WSQ Certified Productivity and Innovation Manager (WSG CPI Manager) programme is designed for Professionals, Managers and Executives (PMEs) in any sector to be trained and develop the necessary Competencies or Change Agents within companies.

Upon completion of the programme, participants are able to identify pinch points or weaknesses in the company’s current work processes, develop possible improvements, and implement them as well as lead mission-critical projects to drive change and innovation.

Programme Duration: Approximately 48 hours + 2 to 3 months (Productivity Improvement Project)

SME Quality Initiatives to Assist, Nurture and Grow (SME QIANG)
The SME Quality Initiatives to Assist, Nurture and Grow (SME QIANG) programme is an effective training strategy to enhance productivity in Small and Medium Enterprises (SMEs).

Throughout the programme, participants will learn to apply, implement and assess acquired skills and knowledge. Successful completion of the programme will enable participants to transfer their productivity improvement techniques to specific or individual industries.

Programme Duration: Approximately 144 hours + 2 to 3 months (Productivity Improvement Project)

Advanced Certificate

WSG Certified Advanced Certificate in Generic Manufacturing Skills
The WSQ Certified Advanced Certificate in Generic Manufacturing Skills (CGMS) series provides further training opportunities for individuals who have completed their WSQ Certificate in Generic Manufacturing Skills (CGMS) to further develop the core generic productivity skills in manufacturing. The series is designed to provide participants with the necessary competencies to drive change at the management level within their organisations.

Programme Duration: Approximately between 151 and 165.4 hours.

Manufacturing Sectoral Skills Track

WSG Certified Operations Executive (WSG COE)
The WSQ Certified Operations Executive (WSG COE) is designed for Professionals, Managers and Executives (PMEs) in any sector to be trained and develop the necessary Competencies or Change Agents within companies.

Upon completion of the programme, participants are able to identify pinch points or weaknesses in the company’s current work processes, develop possible improvements, and implement them as well as lead mission-critical projects to drive change and innovation.

Programme Duration: Approximately 168 hours + 2 to 3 months (Productivity Improvement Project)

Level: Higher Certificate

Productivity Innovation Skills Track

WSG Certified Productivity and Innovation Specialist (Lean Management)
The WSQ Certified Productivity and Innovation Specialist (Lean Management) programme is designed for professionals in manufacturing sectors to upskill them in Lean Management to deliver improvements in a structured way using a set of tools and techniques that are proven to drive productivity and efficiency.

Programme Duration: Approximately 230 hours

Certificate

WSG Certified Productivity and Innovation Specialist in Generic Manufacturing Skills
The WSQ Certified Productivity and Innovation Specialist in Generic Manufacturing Skills (CPI Manager) programme is designed for professionals who wish to transform their manufacturing sector to become more efficient and effective. Participants can progress to enrol in WSQ Certified Operations Professional to upgrade themselves with supervisory skills.

Programme Duration: Approximately 70 hours

GMS WSQ PROGRAMMES

Level: Certificate

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Programme Duration: Approximately 70 hours
HOW CAN WSQ BENEFIT YOU?

- Assist with career path planning for entry into a new industry
- Skill upgrading for career advancements through clear progression pathways
- Present more clearly defined skills sets to potential employers via new qualifications and certifications
- Obtain portable credentials for existing skills
- Assess and benchmark individual capabilities against industry-established work standards
- Support and promote best practices in the workplace

TESTIMONIALS

The WSQ AOE programme has enhanced my project coordination capability, particularly in project planning. The programme is remarkable as it provides a holistic coverage of management-level skill sets relevant to the Manufacturing industry. I believe this programme benefits both the individual and the organisation.

Completed the WSQ AOE programme in September 2014

Mr Chan Hee Meng
Team Manager,
Renesas Semiconductor Singapore Pte Ltd

I was very interested in WSQ courses so I registered and paid for them. I am glad I have done so because the skills and knowledge taught in these WSQ courses are very relevant to my day-to-day work. The teamwork training also benefitted me as it is essential in the daily operations at ST Logistics.

Completed the WSQ CGM (Logistics) programme in May 2014

Ms Amutha D/O Kulasekaran
Executive (Operations),
ST Logistics Pte Ltd

HOW CAN YOU EMBARK ON SKILLS UPGRADING?

1. To identify the skills which you require, refer to an overview for the various types of training under GMS (Page 5).

2. Interested in taking up WSQ Qualifications to advance in your career? Pages 6 and 7 show you programmes at the various levels.

3. Alternatively, you can consider taking single modules at your own pace. We have 72 modules under GMS and the list is in the Annex (Page 14).

4. After identifying the suitable programmes/modules, you may approach our Approved Training Organisations to find out more about the course details, fees and funding. Contact details are listed on pages 12 and 13.
HOW CAN COMPANIES DEVELOP THEIR WORKFORCE?

- Benchmark best practices
- Improve and develop job descriptions
- Improve performance management systems and training programmes
- Establish clearly defined career paths for employees
- Guide training needs analysis
- Facilitate recruiting competent staff who are equipped with industry-specific capabilities and job-specific requirements
- Strengthen in-house training capabilities

1. To identify the skills that your employees require, refer to an overview for the various types of training under GMS (Page 5).

2. Keen to equip your employees with WSQ Qualifications relevant to their job roles? Pages 6 and 7 show you programmes at the various levels.

3. Alternatively, you can consider sending your employees for training on a modular basis. We have 72 modules under GMS and the list is in the Annex (Page 14).

4. After identifying the suitable programmes/modules, you may approach our Approved Training Organisations to find out more about the course details, fees and funding. Contact details are listed on pages 12 and 13.

5. If you have training capabilities within your company, you may consider becoming an in-house Approved Training Organisation. Please contact WDA for more information.

HOW CAN WSQ BENEFIT THE EMPLOYER?

- Through SME QIANG, we are able to identify the gaps and reduce idle time. We are more conscious to cut down labour efficiency losses. I strongly believe in the importance of continuous learning. When you pick up new skills, you learn to do things differently and can also make a better decision.

Complete the SME QIANG programme in January 2014

Ms Doreen Neo
Manager
Soon Yong Huat Engineering Construction

Mr Liau Kee Yong
Senior Project Sales Manager
Fujicon Engineering Pte Ltd

Completed the WSQ CPI Manager programme in July 2014

Completed the SME QIANG programme in January 2014

Mr Liau Kee Yong
Senior Project Sales Manager
Fujicon Engineering Pte Ltd

Testimonials

Completed the WSQ CPI Manager programme in July 2014

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## APPROVED TRAINING ORGANISATIONS

### CET CENTRES

<table>
<thead>
<tr>
<th>NAME</th>
<th>CONTACT DETAILS</th>
</tr>
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<tbody>
<tr>
<td>Electronics Industries Training Centre</td>
<td>5000 Ang Mo Kio Avenue 5, #02-08 Techplace II, Singapore 569870</td>
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<tr>
<td></td>
<td>Tel: 6483 2535</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:emarketing@elitc.com">emarketing@elitc.com</a></td>
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<td></td>
<td>Web: <a href="http://www.elitc.com">http://www.elitc.com</a></td>
</tr>
<tr>
<td>NTUC LearningHub @ e2i</td>
<td>80 Jurong East Street 21, #02-03, Singapore 609607</td>
</tr>
<tr>
<td>(Employment and Employability Institute)</td>
<td>Tel: 6336 5482</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:enquiries@ntuclearninghub.com">enquiries@ntuclearninghub.com</a></td>
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<td></td>
<td>Web: <a href="http://www.ntuclearninghub.com">http://www.ntuclearninghub.com</a></td>
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<tr>
<td>SMF Centre for Corporate Learning Pte Ltd</td>
<td>2985 Jalan Bukit Merah, Singapore 159457</td>
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<td>Tel: 6826 3100</td>
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<td>Web: <a href="http://www.smffcl.org/">http://www.smffcl.org/</a></td>
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<tr>
<td>Singapore National Employers Federation</td>
<td>19 Tanglin Road, #10-01/07, Tanglin Shopping Centre, Singapore 247609</td>
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<tr>
<td></td>
<td>Tel: 6827 6927</td>
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<td>Email: <a href="mailto:frg@snf.org.sg">frg@snf.org.sg</a></td>
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<td></td>
<td>Web: <a href="http://www.snf.org.sg">http://www.snf.org.sg</a></td>
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<tr>
<td>SSA Consulting Group Pte Ltd</td>
<td>11 Eunos Road 8, #06-01, Lifelong Learning Institute, Singapore 409801</td>
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<tr>
<td></td>
<td>Tel: 6842 2282</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:contact@ssagroup.com">contact@ssagroup.com</a></td>
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<td></td>
<td>Web: <a href="http://www.ssagroup.com">http://www.ssagroup.com</a></td>
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### PROGRAMME PARTNERS

<table>
<thead>
<tr>
<th>NAME</th>
<th>CONTACT DETAILS</th>
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<tbody>
<tr>
<td>COMAT Training Services Pte Ltd</td>
<td>Tel: 6323 7911</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:trainme_comat@comat.com.sg">trainme_comat@comat.com.sg</a></td>
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<td></td>
<td>Web: <a href="http://www.sheqcomat.com.sg">http://www.sheqcomat.com.sg</a></td>
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<tr>
<td>Institute of Process Industry – A Division of Association of Process Industry</td>
<td>Tel: 6795 5700/6560 5051</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:stan@ipi.org.sg">stan@ipi.org.sg</a> / <a href="mailto:iris@ipi.org.sg">iris@ipi.org.sg</a></td>
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<tr>
<td>Institute of Technical Education</td>
<td>Tel: 1800-2255 483</td>
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<tr>
<td>Neville-Clarke (Singapore) Pte Ltd</td>
<td>Tel: 6735 8983</td>
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<td>Email: <a href="mailto:training.ncs@nevilleclarke.com">training.ncs@nevilleclarke.com</a></td>
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<tr>
<td>ROHEI Corporation Pte Ltd</td>
<td>Tel: 6716 9700</td>
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<tr>
<td>SIA Engineering Company Limited</td>
<td>Tel: 6506 9067</td>
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<tr>
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<td>Singapore Institute of Materials Management</td>
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</table>

Information updated as of print. Refer to www.wda.gov.sg for latest list of training providers.
Certificate
Certificate
Certificate
Diploma
Course duration is approximately between 8 and 17.5 hours.

• Perform Basic Productivity Practices
• Operate Scissor Lift
• Follow Good Manufacturing Practices
• Apply 5S Techniques

i. Production Technician/Operator

ii. Operations Technician/Operator

iii. Quality Technician/Operator

iv. Administrative Officer

Career Opportunities / Target Audience:

- Monitors the performance of production and quality systems

Course duration is approximately between 16 and 32 hours.

• Apply Basic Lean Techniques In The Workplace
• Implement Sustainable Manufacturing
• Apply ISO 9001 Quality Management System (QMS)
• Supervise Safe Lifting Operations
• Conduct Internal Audit on Quality Management System
• Supervise Work Improvement Processes

Modules:

vi. Sustainability Supervisor/Lead

vii. Sustainability Specialist

Career Opportunities / Target Audience:

- Understands food hygiene safety guidelines and performs fitting works in workshop
- Applies Hygiene and Safety Practices in Food Manufacturing
- Operates maintenance and trouble-shooting tasks and operation machinery and equipment

Course duration is approximately between 12 and 35 hours.

• Operate Forklift
• Operate Stock Control and Housekeeping Operations
• Operate Master Planning of Resources
• Perform Master Planning of Resources
• Implement Supply Chain Professional Skills
• Apply Techniques in Supply Chain Management
• Implement Advanced Food Hygiene Practices
• Implement Hazard Analysis Critical Control Point (HACCP)
• Implement Basic Engineering Mathematics at Work
• Apply Product Development Technology
• Apply Advanced Food Hygiene Practices

Modules:

viii. Enterprise Resource Planning Manager

vi. Planner/Scheduler

v. Product Development Technologist

iii. Purchasing Manager

ii. Logistics Manager

i. Planning Manager

Career Opportunities / Target Audience:

- Applies failure mode and effect analysis techniques (FMEA)
- Implement product improvement methodology
- Manage productivity improvement
- Follow good manufacturing practices
- Operate basic productivity practices

Course duration is approximately between 8 and 35 hours.

• Apply Failure Mode & Effect Analysis Techniques (FMEA)
• Implement Sustainable Manufacturing
• Apply ISO 9001 Quality Management System (QMS)
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• Conduct Internal Audit on Quality Management System
• Supervise Work Improvement Processes

Modules:

vii. Sustainability Supervisor/Lead

viii. Sustainability Specialist

Career Opportunities / Target Audience:

- Performs warehousing, stock controlling and other logistics systems and processes

Course duration is approximately between 8 and 40 hours.

• Develop Successful Innovation Projects
• Practice Innovation in the Manufacturing Environment
• Apply Guided Innovation and Improvement Method
• Manage Enterprise Productivity Improvement Methodology
• Implement Lean Six Sigma

Modules:

iv. Manufacturing Specialists

iii. Installation Specialists

ii. Maintenance Operators

i. Maintenance Supervisors

Career Opportunities / Target Audience:

- Performs Fitting Works in Workshop
- Applies Hygiene and Safety Practices in Food Manufacturing
- Operates Maintenance and Trouble-shooting Tasks and Operation Machinery and Equipment

Course duration is approximately between 18 and 32 hours.

• Apply WSH Policy
• Perform Stock Control and Housekeeping Operations
• Perform Master Planning of Resources
• Implement Advanced Food Hygiene Practices
• Implement Hazard Analysis Critical Control Point (HACCP)
• Implement Basic Engineering Mathematics at Work
• Apply Product Development Technology
• Apply Advanced Food Hygiene Practices

Modules:

viii. Enterprise Resource Planning Manager

vi. Planner/Scheduler

v. Product Development Technologist

iii. Purchasing Manager

ii. Logistics Manager

i. Planning Manager

Career Opportunities / Target Audience:

- Interfaces with change management, business planning and strategic procedures
- Develops a project improvement plan
- Monitors the performance of production and quality systems
- Follows good manufacturing practices
- Operates basic productivity practices

Course duration is approximately between 16 and 32 hours.

• Apply Basic Lean Techniques In The Workplace
• Implement Sustainable Manufacturing
• Apply ISO 9001 Quality Management System (QMS)
• Supervise Safe Lifting Operations
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• Supervise Work Improvement Processes

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