

New Technological Platform for Organizational Excellence

Organizational Excellence Specialists in Canada has launched a technological platform that will gather data and generate reports on the current state of organizational excellence across industry sectors and geographical regions. The platform is based on the **Organizational Excellence Framework publication** that integrates leading excellence models and provides implementation guidelines for the practitioner (downloadable at no charge <http://organizationalexcellencespecialists.ca/>).

The **new technological platform** is intended for use by professionals and groups that assist organizations with their excellence journey. It is available in two versions: offline version to use in workshops and online version for rapid turnaround. In both instances, the leader, management and/or staff of the organization self-assess against the principles and best management practices that are common to high performing organizations. As the respondent moves through the assessment, they can seek additional information as required by simply holding their cursor over the statement or rating scale and they can provide open-ended comments at the end of each section. Charts to the right of the questions and rating scale provide immediate feedback on progress as the respondent moves through the assessment.

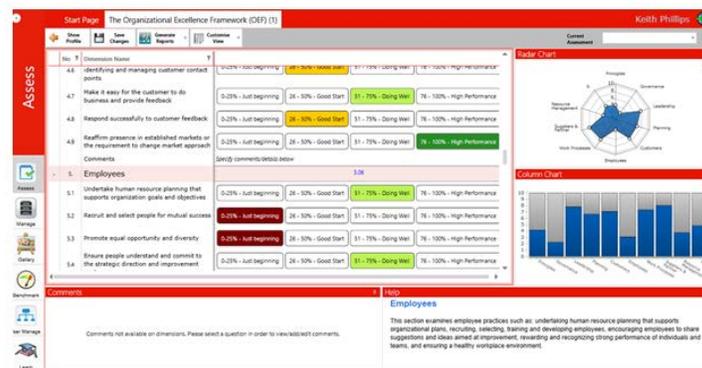


Figure 1. Technological Platform (2015, Organizational Excellence Specialists and QLBS)

When the self-assessment is complete, the technological platform will generate a report. The report is provided in an editable Word document that includes: a description of the methodology, the statements with the ratings and open-ended comments, and an action-oriented improvement plan to address the low rated practices. Because the report is editable, the report can be further enhanced by the user with information such as: strategic linkages, analysis, recommendations, and best practice and/or best-in-class examples.

This technology can be used in a variety of ways. Incubators can use it when working with start-up businesses, consultants can use it when working with client organizations to implement an excellence model, organizations can use it when doing annual assessments and monitoring their performance, trainers can use it when conducting workshops, business and industry associations can use it when delivering value-add services to their members, national award organizations can use it to benchmark the performance of their award recipients, and so on.

As organizations around the world use the technological platform, it will provide benefits for all concerned:

- educating organizations about excellence models and encouraging implementation
- encouraging organizations to:
 - track their performance over time and strive for continual improvement
 - seek recognition and earn national quality awards
 - compare their performance with others
 - compete in international best practice <http://www.bestpracticecompetition.com/> and international benchmarking <http://globalbenchmarking.org/home/> awards
- providing a big data supply and a global knowledge base that will provide knowledge and reports on clusters, industries, countries, successes and challenges
- creating a new and sustainable revenue stream for users

Interested in trying the technological platform? There are two immediate opportunities:

1. The complimentary **teaser assessment**, *Does Your Organization Have A Culture of Excellence ?* <http://organizationalexcellencespecialists.ca/> allows the respondent to self-assess their organization against nine principles common to high performing organizations. This assessment takes about 5 minutes. When the assessment is complete, the technological platform generates a confidential report and delivers it to the respondent's inbox.
2. The **full assessment** <http://www.qlbs.com/QimonoVBA/Assessment/OrgExFramework> allows the respondent to self-assess their organization against principles and best management practices common to high performing organizations. This assessment takes between 15 and 30 minutes to complete depending on organization size. A copy of the confidential assessment report is available for a small fee.

This new technological platform provides a real opportunity for professionals and groups to collaborate, further the use of excellence models, and celebrate the results! In fact, the Organizational Excellence Technical Committee (QMD, ASQ) is taking the lead in this respect. On March 31, 2015, the Committee launched the 1st global assessment on the current state of organizational excellence using this technological platform. Organizations that wish to participate in the research and receive regular updates on the aggregate results are invited to join the open LinkedIn site at <https://www.linkedin.com/grp/home?gid=4369749> .

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