

Organizational Excellence Specialists



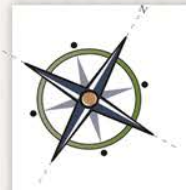
EMBRACING THE
ORGANIZATIONAL
EXCELLENCE JOURNEY





Excellence Frameworks

- Initial excellence frameworks were developed in Australia, United States, Europe, and Canada
- Many countries have a national quality or organizational excellence award
- Over 20 years of research validates the positive relationship between excellence frameworks and organizational performance



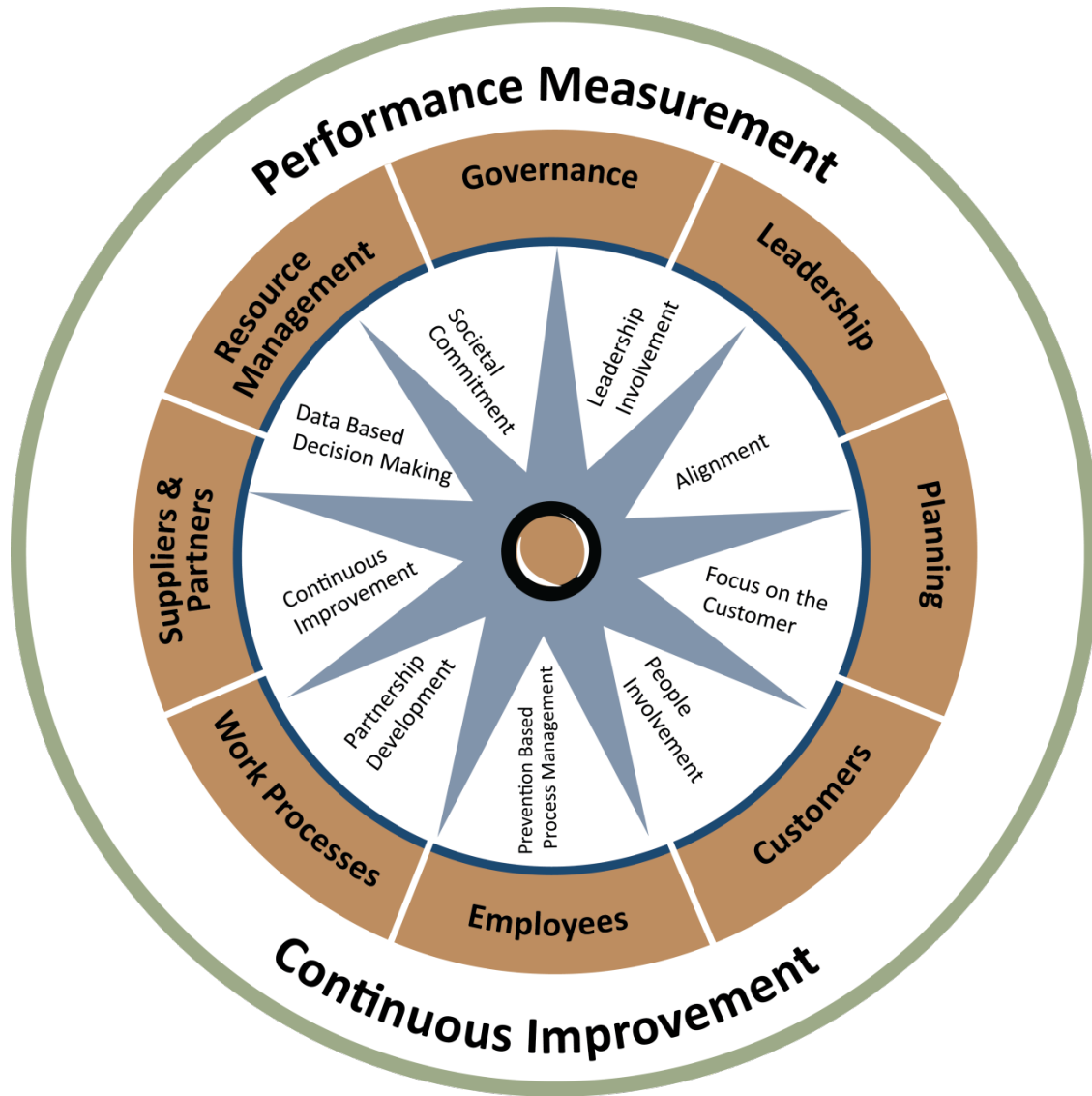
Organizational Excellence Framework

“The rung of the ladder was never meant to rest upon, but only to hold a man’s foot long enough to enable him to put the other somewhat higher” - – Thomas Huxley



Content

- ‘Consolidates’ the initial excellence frameworks
- ‘Defines’ the principles, practices, and measures common to high performing organizations
- Provides ‘implementation guidelines and additional resources’ for the practitioner





Principles

1. Leadership involvement
2. Alignment
3. Focus on the customer
4. People involvement
5. Prevention based process management
6. Partnership development
7. Continuous improvement
8. Data based decision making
9. Societal commitment



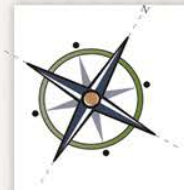
Key Management Areas

1. Governance
2. Leadership
3. Planning
4. Customers
5. Employees
6. Work Processes
7. Suppliers and Partners
8. Resource Management
9. Continuous Improvement & Performance Measurement



Implementation Process

- Conduct a training session with a representative sample of management and staff:
 - Overview of the Organizational Excellence Framework
 - Self-assessment to identify organizational strengths and opportunities for improvement
 - Improvement Plan to address gaps
- Provide implementation assistance as required
- Follow up on progress
- Encourage organization to share experience with others



DOES YOUR ORGANIZATION HAVE A CULTURE OF EXCELLENCE?

Take a teaser assessment at:

<http://organizationalexcellencespecialists.ca/>

Receive a free report on the current state of your organizational culture:

- Strengths
- Opportunities for improvement
- Interrelationships



Thank You !

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