

Organizational Excellence Specialists



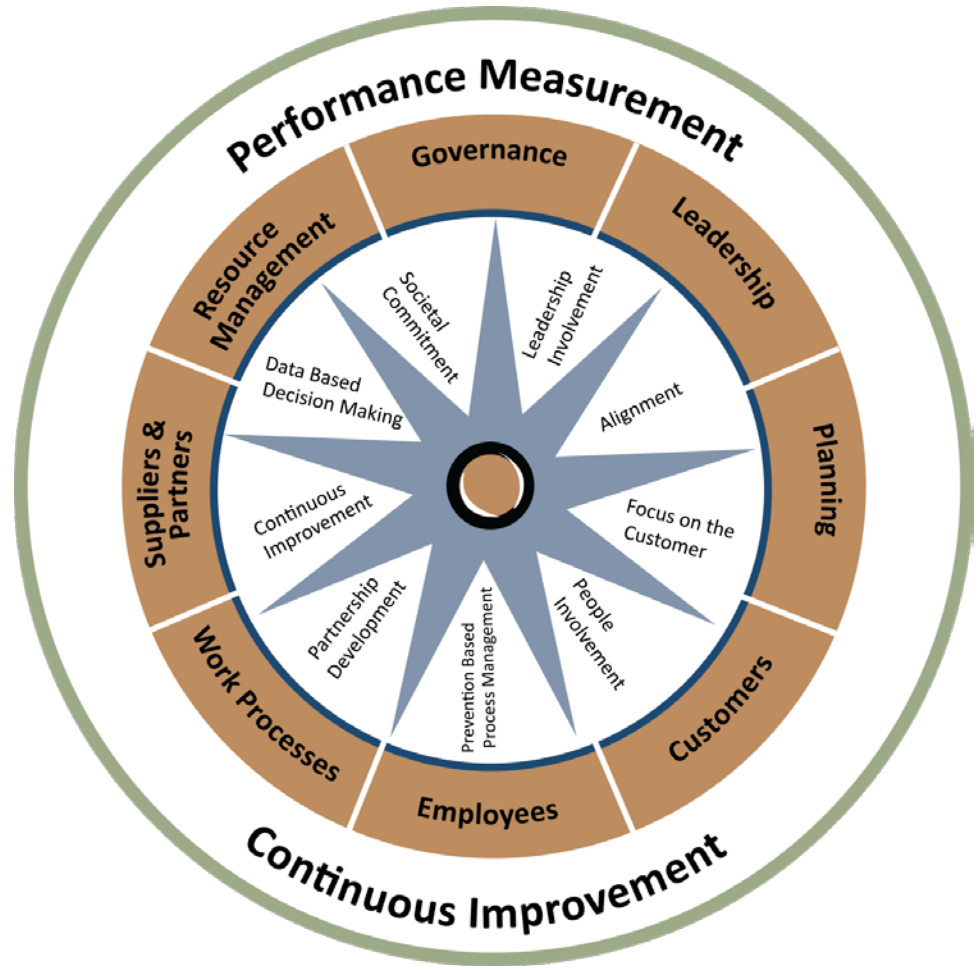
FIRST GLOBAL ASSESSMENT ON THE
CURRENT STATE OF
ORGANIZATIONAL EXCELLENCE





Organizational Excellence Framework

A neutral and integrated excellence model will be used





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



Data Will Be Collected

- Location
- Industry sector
- Size of organization
- Current:
 - Culture of excellence
 - Deployment of best management practices

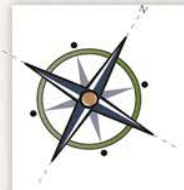




Research Partners Include

- Organizational Excellence Technical Committee (ASQ)
- Global Benchmarking Network
- National quality and excellence associations
- Industry associations
- Universities





Data Will Be Shared

- Aggregate results will be shared by:
 - Global Benchmarking Network
 - Organizational Excellence Technical Committee
- Respondents may request a confidential action-oriented report to address low rated practices





Leading Edge Platform Will Be Used

Start Page
The Organizational Excellence Framework (OEF) (1)
Keith Phillips

Show Profile
Save Changes
Generate Reports
Customise View

Current Assessment:

Assess

No	Dimension Name	0-25% - Just beginning	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance
4.6	Identifying and managing customer contact points				
4.7	Make it easy for the customer to do business and provide feedback				
4.8	Respond successfully to customer feedback				
4.9	Reaffirm presence in established markets or the requirement to change market approach				
Comments		Specify comments/details below			
5.	Employees	3.06			
5.1	Undertake human resource planning that supports organization goals and objectives				
5.2	Recruit and select people for mutual success				
5.3	Promote equal opportunity and diversity				
5.4	Ensure people understand and commit to the strategic direction and improvement				

Radar Chart

Column Chart

Comments

Comments not available on dimensions. Please select a question in order to view/add/edit comments.

Employees

This section examines employee practices such as: undertaking human resource planning that supports organizational plans, recruiting, selecting, training and developing employees, encouraging employees to share suggestions and ideas aimed at improvement, rewarding and recognizing strong performance of individuals and teams, and ensuring a healthy workplace environment.

Assess

Manage

Gallery

Benchmark

User Manage

Learn



You Are Invited To ...

- Download the publication

<http://organizationalexcellencespecialists.ca/>

- Take the teaser assessment

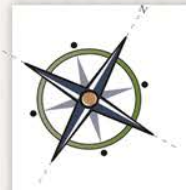
<http://www qlbs.com/OrgEx/OrgExFramework.html>

- Participate in the global assessment

<http://www qlbs.com/QimonoVBA/Assessment/OrgExFramework>

- Contact us for your confidential organization report





Confidential Organization Report

- Introduction
- Background
- Ratings:
 - Principles
 - Best Management Practices
- Action plans to address low rated practices
- Sample report at <http://www qlbs.com/OrgEx/OrgExFramework.html>





Let's Collaborate

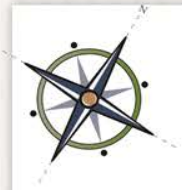
By working together, we can make a positive contribution across industry sectors and geographical regions





Universal Benefit

- Provide dashboard results by organization size, industry sector and geographical region
- Benchmark performance with others
- Enable countries to participate in a more competitive and sustainable way in the global economy
- Make the world a better place for future generations



Thank You !

Dawn Ringrose MBA, FCMC, COES

Principal, Organizational Excellence Specialists

Author, Organizational Excellence Framework and Toolkit

dawn@organizationalexcellencespecialists.ca

Canada (250) 941-2064