

*Organizational Excellence Specialists*



# Incubation and Innovation

System Wide Performance Measurement  
and Continuous Improvement



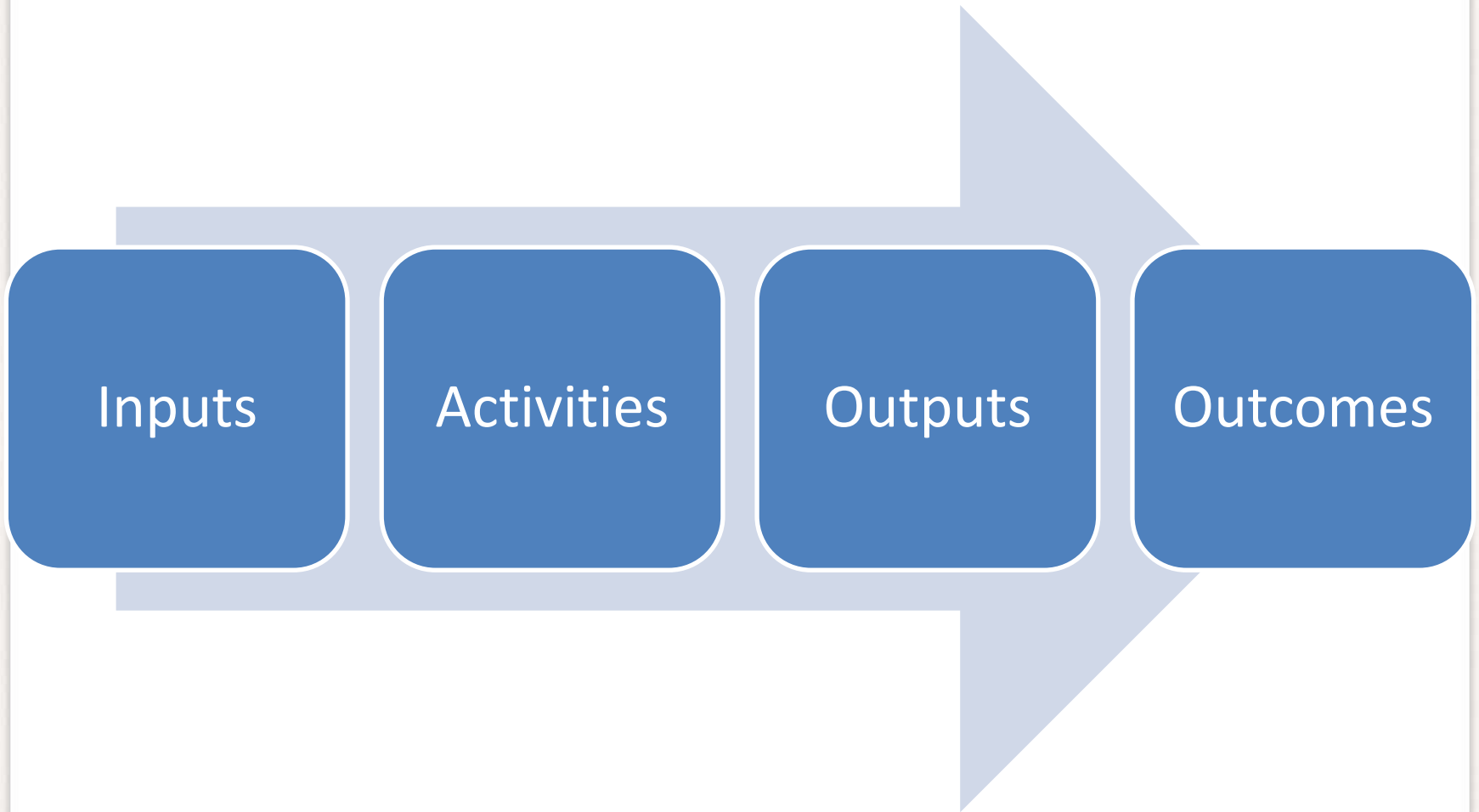


# Agenda

1. The incubator and innovation system
  2. Important input – entrepreneurial profile
  3. Excellence model that can be used to assess and improve performance of any size or type of organization in the system at any time
  4. Available toolkit to assist organizations
  5. International network that adds value
-



# Incubation and Innovation System





# Important Input

## Are You An Entrepreneur ?

- Saville Consulting Wave Assessment
- Results are based on a comparison of > 9,000 professionals and managers
- Questions based on the Entrecode® model of successful entrepreneurs who have created and led high value businesses, often starting with nothing





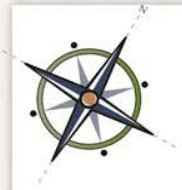
# Entrepreneurial Potential Profile

- Getting in the zone:
  - Achievement drive
  - Compelling vision
  - Energy
  - Action Oriented
- Seeing possibilities:
  - Big picture
  - Options thinking
  - Savvy



# Entrepreneurial Potential Profile

- Creating superior opportunities:
  - Problem seeking
  - Synthesis
  - Problem solving
  - Customer delivery
- Staying in the zone:
  - Focus
  - Positive mindset
  - Self-determining
  - Persistence



# Entrepreneurial Potential Profile

- Opening up to the world:
  - Expressing passion
  - Purposeful networking
  - Creating partnerships
- Building capability:
  - Building up the team
  - Experiential learning
  - Staying on track





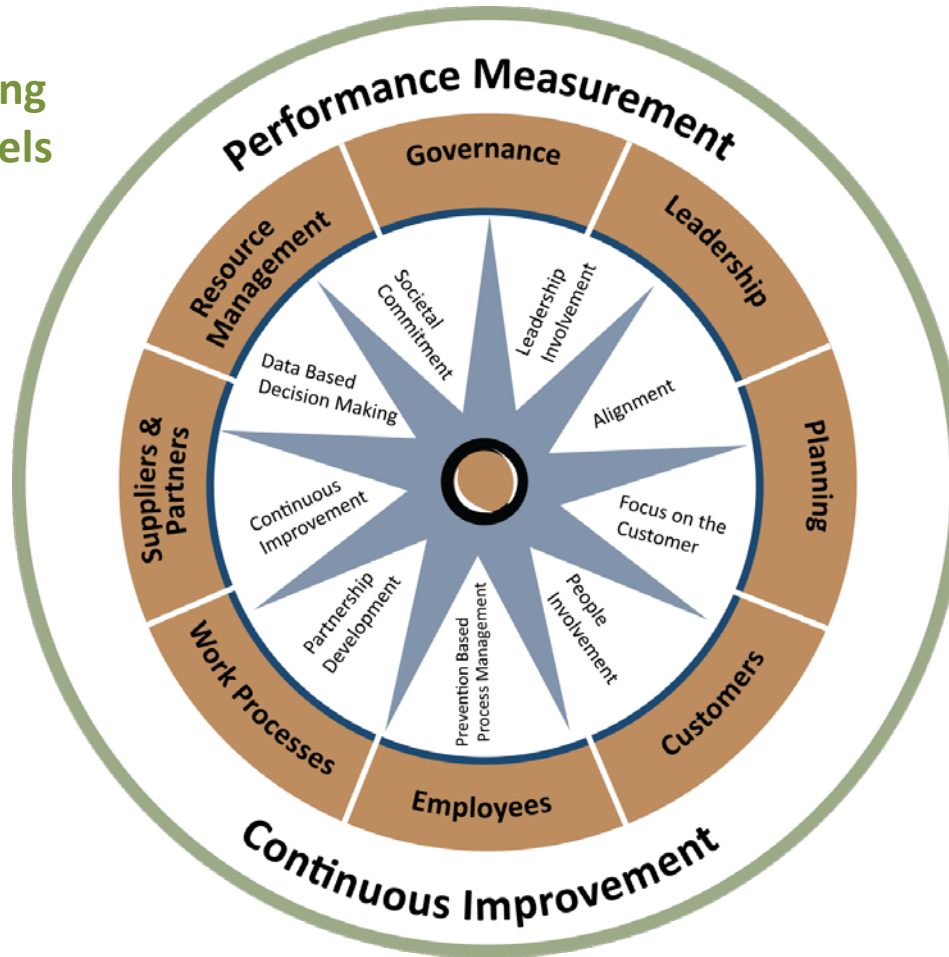
# Monitoring Performance with Excellence Models

- Initial excellence models were developed in Australia, United States, Europe, and Canada
- Applicable to any size and type of organization
- Many countries have a national quality or organizational excellence award
- Over 20 years of research validates the positive relationship between implementing excellence models and improving organizational performance

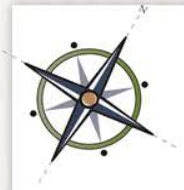


# Organizational Excellence Framework

Integrates leading excellence models



Provides implementation guidelines

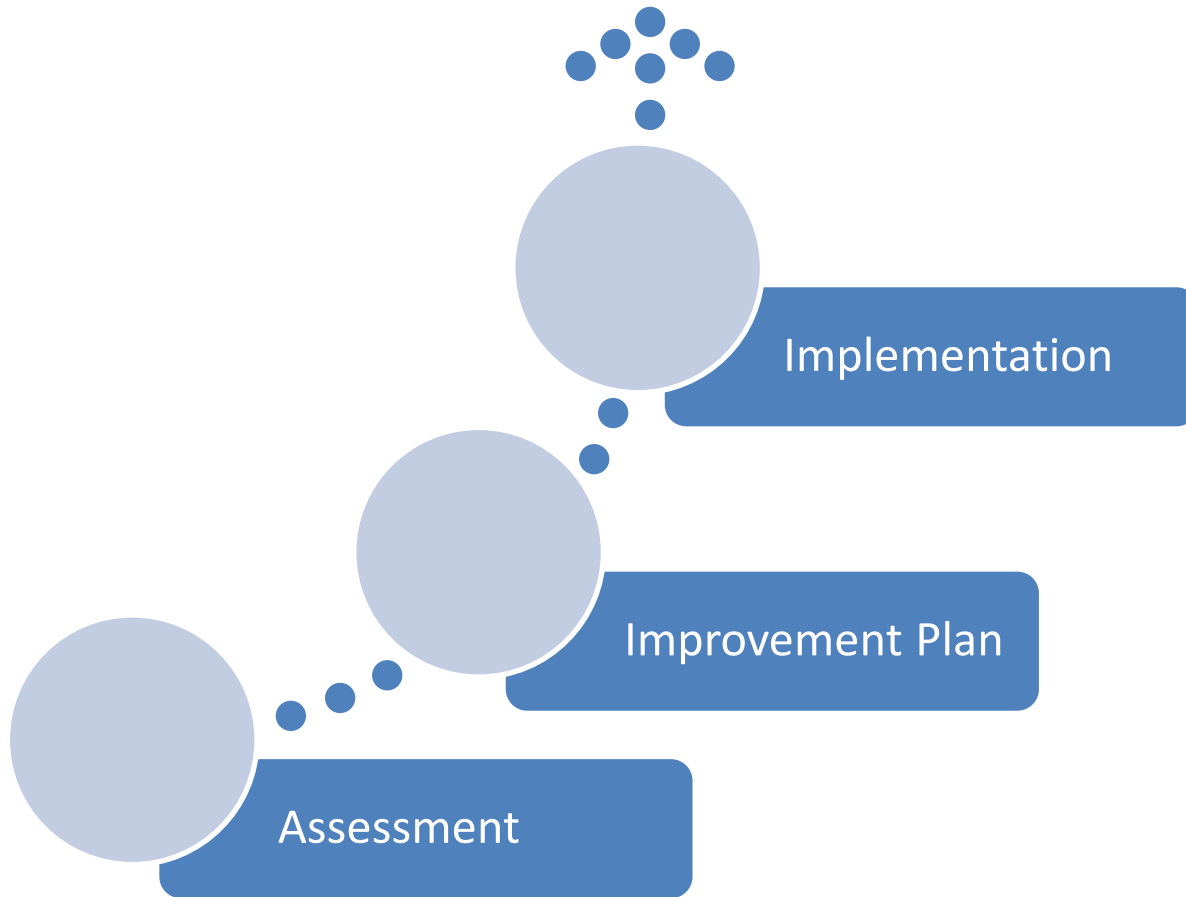


# Tools in the Toolkit

- To create awareness:
  - Short Presentation
  - Scenario Games
- To use an automated assessment and reporting system
- To provide workshops:
  - OEF workshops for micro or S-M-L organizations (holistic)
  - 9 Key Management Area workshops (modular )
  - Combined OEF and ISO 9001 workshop



# Easy as 1-2-3

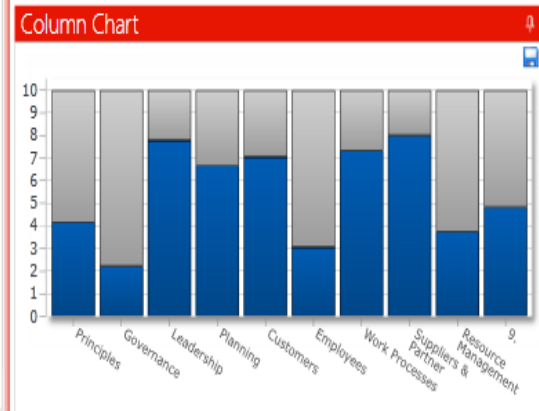
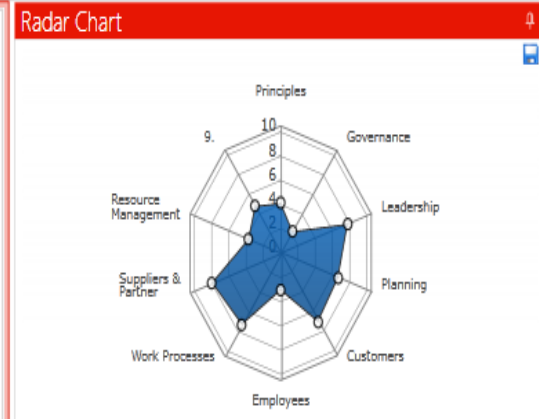








 Show Profile | 
  Save Changes | 
  Generate Reports | 
  Customise View

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				



-  Assess
-  Manage
-  Gallery
-  Benchmark
-  User Manage
-  Learn

## Comments Help

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.



# Working Together

- Incubators
  - Supporting entrepreneurs
  - Measuring progress
- Professional associations:
  - Training and certifying professionals
- OE Professionals:
  - Working with organizations from start-up to maturity
- Businesses:
  - Applying for national OE award recognition
- International bodies:
  - Hosting best practice and benchmarking awards



# Take a Complimentary Teaser Assessment

**What is the culture of excellence in your organization ?**

[www.organizationalexcellencespecialists.ca](http://www.organizationalexcellencespecialists.ca)

*Start*



# Thank You !

Dawn Ringrose

Principal, Organizational Excellence Specialists

Author, OEF Publication & Toolkit

[dawn@organizationalexcellencespecialists.ca](mailto:dawn@organizationalexcellencespecialists.ca)

250-941-2064