

*Organizational Excellence Specialists*



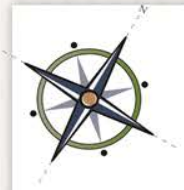
**WORKING WITH ORGANIZATIONS  
TO IMPROVE PERFORMANCE**





## Client Organizations

- Are confronted with many challenges: globalization, productivity , technology, consumers , workforce, governance, sustainability ...
- Use popular management tools: strategic planning, customer relationship management, employee engagement surveys, benchmarking, balanced scorecard, core competencies, outsourcing, change management, supply chain management, mission and vision statements ...
- Use a variety of approaches: *Do-It-Yourself, Take Training, Seek implementation Assistance*

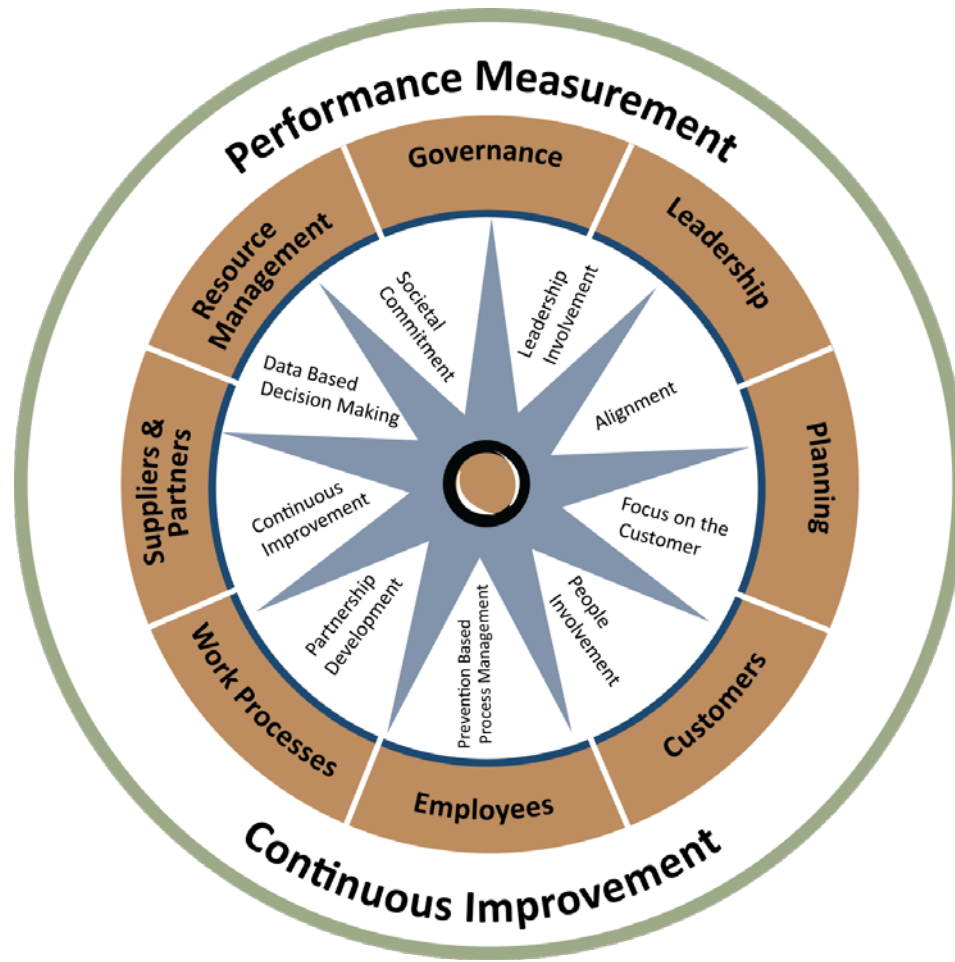


# Management Consultants

- Provide assistance to clients:
  - Expert
  - Resource
  - Process
- Have tools in their toolkit:
  - Certification
  - Standards
  - Consulting process
  - Code of conduct
  - Functional and industry area of specialty



# Organizational Excellence Framework





# Organizational Excellence Framework

- Publication:
  - Defines the principles and best management practices common to high performing organizations
  - Provides implementation guidelines for the user
- Accompanied by a toolkit for qualified professionals:
  - Scenario Games
  - Automated assessment and reporting system
  - Holistic and modular workshops
  - Combined Organizational Excellence Framework and ISO 9001 workshop



# Easy as 1-2-3

## ● **Assessment:**

- 9 Principles
- 9 Key Management Areas
- 95 Best Management Practices

## ● **Improvement Plan:**

- Report
- Analysis
- Recommendations

## ● **Implementation:**

- Training
- Consulting
- Coaching
- Mentoring
- Assisting



# Benefits

- Transfer knowledge to organizations
- Help organizations improve performance
- Gauge results across a balanced system of measurement
- Encourage organizations to benchmark (learn from others)
- Encourage high performing organizations to apply for:
  - A national excellence award
  - An international benchmarking award



# Thank You !

Dawn Ringrose MBA, FCMC, COES

Principal, Organizational Excellence Specialists

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

Canada +1-250-941-2064