ORGANIZATIONAL EXCELLENCE FRAMEWORK

Principles

<table>
<thead>
<tr>
<th>Leadership Involvement</th>
<th>Alignment</th>
<th>Focus on the Customer</th>
<th>People Involvement</th>
<th>Prevention-Based Process Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partnership Development</td>
<td>Continuous Improvement</td>
<td>Data-Based Decision Making</td>
<td>Societal Commitment</td>
<td></td>
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</tbody>
</table>

Key Management Areas with Best Practices

<table>
<thead>
<tr>
<th>Governance</th>
<th>Leadership</th>
<th>Planning</th>
<th>Customers</th>
<th>Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Processes</td>
<td>Suppliers &amp; Partners</td>
<td>Resource Management</td>
<td>Continuous Improvement &amp; Performance Measurement</td>
<td></td>
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</tbody>
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Integrating the leading global excellence models and providing implementation guidelines for the user, Providing an umbrella under which all quality genres fit, Offering a turnkey toolkit for the quality community that includes: scenario games, holistic and modular workshops, an automated assessment and reporting tool and a train-the-trainer program, Creating the first Global Organizational Excellence Index

NATIONAL EXCELLENCE MODELS (EFQM, BALDRIGE, CANADIAN FRAMEWORK FOR EXCELLENCE, AUSTRALIAN BUSINESS EXCELLENCE FRAMEWORK)

Leading excellence models upon which other national models are based, Defining the principles and best management practices common to high performing organizations, Being validated by 20+ years of research

QUALITY APPROACHES (ISO FAMILY OF STANDARDS), TOOLS AND TECHNIQUES (LEAN, SIX SIGMA, BALANCED SCORECARD, 7 TOOLS, BENCHMARKING ETC)

Using approaches that assure products and services are fit for their purpose, Using tools and techniques to help organizations monitor, improve and report progress

PROFESSIONAL DEVELOPMENT BODIES (QUALITY ASSOCIATIONS, EDUCATIONAL INSTITUTIONS, TRAINING PROVIDERS)

Transferring knowledge to professionals through publications, webinars, workshops, conferences and certification programs, Awarding designations

CERTIFIED PROFESSIONALS

Delivering services (auditing, training, consulting) to government, business and non-profit organizations

ORGANIZATIONS

Achieving results - improved performance across a balanced system or measurement, compliance with standards, time and cost savings, return on investment

Achieving desired outcomes - culture committed to excellence, reputation as a model of excellence or employer of choice, relevance to the marketplace, sustainability

Achieving recognition - local, regional and national excellence awards, international best practice awards, international benchmarking awards

WORKING TOGETHER TOWARD A COMMON AIM