

# ORGANIZATIONAL EXCELLENCE FRAMEWORK

## *Principles*

|                                |                               |                                   |                            |  |
|--------------------------------|-------------------------------|-----------------------------------|----------------------------|--|
| <b>Leadership Involvement</b>  | <b>Alignment</b>              | <b>Focus on the Customer</b>      | <b>People Involvement</b>  | <b>Prevention-Based Process Management</b> |
| <b>Partnership Development</b> | <b>Continuous Improvement</b> | <b>Data-Based Decision Making</b> | <b>Societal Commitment</b> |  |

## *Key Management Areas with Best Practices*

|                       |                                 |                            |   |                  |
|-----------------------|---------------------------------|----------------------------|---|------------------|
| <b>Governance</b>     | <b>Leadership</b>               | <b>Planning</b>            | <b>Customers</b>  | <b>Employees</b> |
| <b>Work Processes</b> | <b>Suppliers &amp; Partners</b> | <b>Resource Management</b> | <b>Continuous Improvement &amp; Performance Measurement</b> |                  |

*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