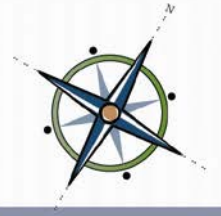


Organizational Excellence Specialists



Organizational Excellence Specialists (OES) work with organizations across the public, private, and not for profit sectors to improve performance and collectively make a positive contribution to productivity.

OES is comprised of licensed professionals that offer assessment, training and implementation assistance. At the core of these services is the Organizational Excellence Framework (OEF), a unique publication that 'integrates' the principles and best management practices of leading global excellence models and provides 'implementation guidelines' for the user.

Whether assessing, training or providing implementation assistance, our specialists transfer knowledge to ensure the organization is successful at improving performance and sustaining improvement.

Products and services include:

- Publication – for organizations that want to learn more about the principles and best management practices common to high performing organizations and how to implement them
- Awareness sessions – for organizations that want to learn more about the OEF
- Scenario games – for organizations that want to identify the ideal future for their organization or improve decision making
- Assessments – for organizations that want to self-assess against the OEF and receive a feedback report
- Workshops – for organizations that want to implement the OEF using a holistic approach or concentrate on a key management area using a modular approach
- Global OE Index – for organizations that want to benchmark with others
- Train-the Trainer Program – for consultants that want to become licensed to deliver OES products and services

Benefits of implementing the OEF include:

- Establishing the foundation on which to develop and continually improve an organization
- Providing an integrated and coordinated methodology to drive tangible results
- Identifying the interdependencies and interrelationships between management areas
- Reducing non-value add activity
- Contributing to becoming an 'employer of choice' and 'preferred supplier'
- Providing a performance benchmarking and improvement program

Did You Know?

Organizations that have received national recognition for implementing excellence models have experienced exceptional results – good governance, trust in leadership, customer delight, employee engagement, continually improving work processes, strong supplier and partner relationships, better utilization of resources, balanced system of measurement, and financial results.

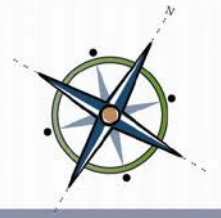
Questions?

Please contact us to discuss your particular requirements. The time has never been better to implement a program that will add tremendous value to your organization and provide a significant return on investment.

For more information please visit:

www.organizacionalexcellencespecialists.ca

Organizational Excellence Specialists



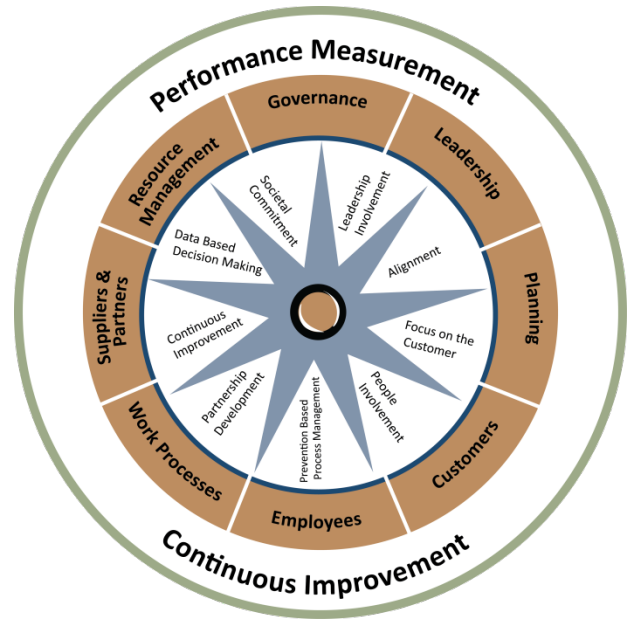
ORGANIZATIONAL EXCELLENCE FRAMEWORK (OEF)

The OEF integrates leading global excellence models and is comprised of the principles and best management practices common to high performing organizations.

It is a platform for long term organizational success that is applicable to any size and type of organization.

The OEF diagram includes three components:

- Inner Ring – principles that describe the organizational culture
- Middle Ring – key management areas comprised of best management practices
- Outer Ring – continuous improvement methodology and a balanced system of measurement



Principles

The principles describe the organizational culture:

1. Leadership Involvement – ensuring senior management is committed and actively involved in establishing and communicating direction.
2. Alignment – understanding the organization is a system of interrelated and interconnected work processes and all activities need to be aligned with the established direction.
3. Focus on the Customer – ensuring the primary aim of everyone in the organization is to understand and meet the needs of the customer.
4. People Involvement – nurturing and reinforcing cooperation and teamwork and giving employees the opportunity to develop their full potential.
5. Prevention Based Process Management – establishing consistency in work processes and developing a mindset of prevention.
6. Partnership Development – developing and maintaining value-add relationships with suppliers and partners.
7. Continuous Improvement – harnessing the collective knowledge, skills, and creativity of stakeholders to relentlessly pursue improvement.
8. Data Based Decision Making – basing decisions on performance measurement findings.
9. Societal Commitment – striving to understand and demonstrate corporate social responsibility to society.

Best Management Practices

Best management practices fall into nine 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

Continuous Improvement & Performance Measurement

The methodology used to continually improve performance and the measures used to monitor and improve performance. Measures include common measures used in each management area and for the organization as a whole.