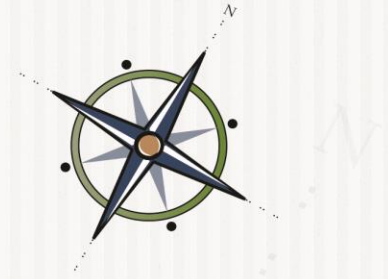
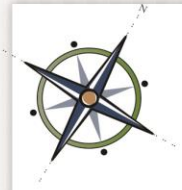


*Organizational Excellence Specialists*



EMBRACING THE  
ORGANIZATIONAL  
EXCELLENCE JOURNEY

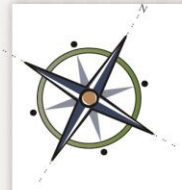




# Excellence Models

- Leading excellence models were developed in Australia, United States, Europe, and Canada in late 1980's and have evolved over time
- Today, many countries have a national excellence program and award
- Global research over the decades has validated the positive relationship between using an excellence models and improving organizational performance

<http://oes-learning.ca/resources.html>



# Organizational Excellence Framework

*“The rung of the ladder was never meant to rest upon, but only to hold a man’s foot long enough to enable him to put the other somewhat higher” - – Thomas Huxley*

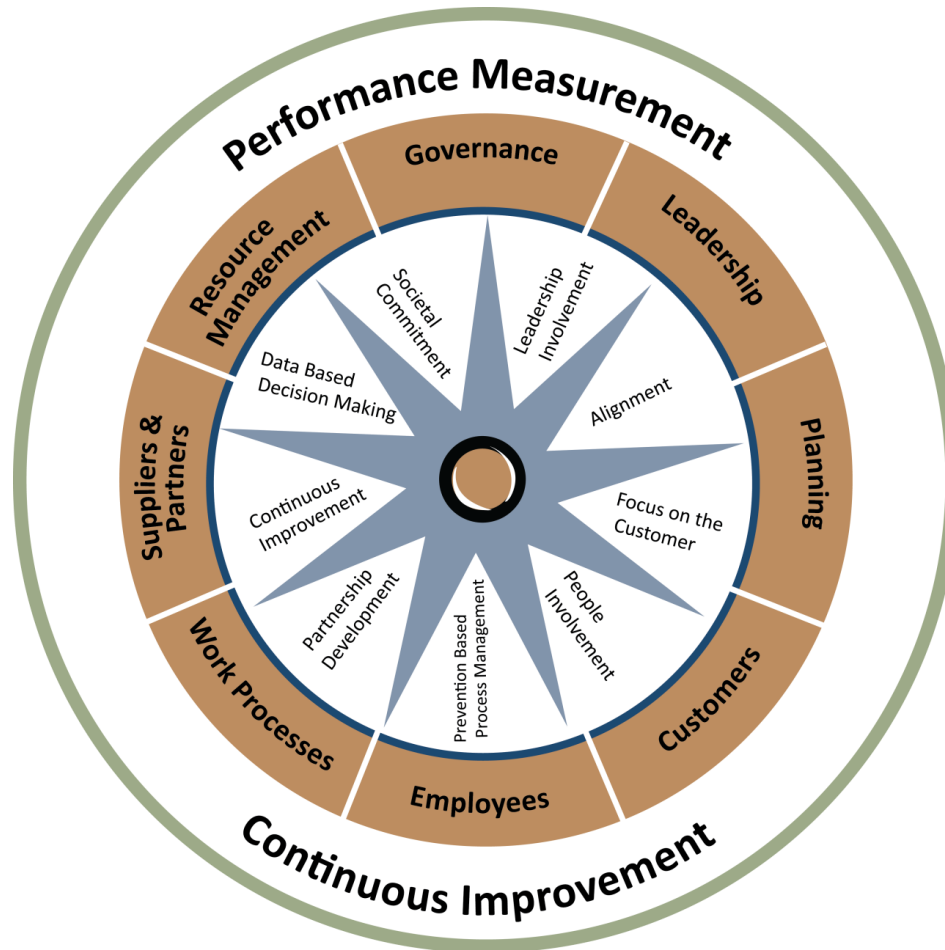


# Content

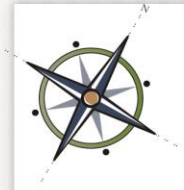
- ‘Consolidates’ the leading excellence models
- ‘Defines’ the principles, practices, and measures common to high performing organizations
- Provides ‘implementation guidelines and additional resources’ for the user



# Organizational Excellence Framework

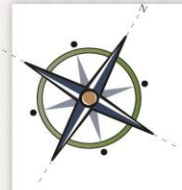


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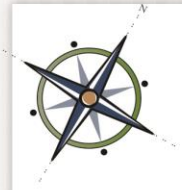
# Principles

1. Leadership involvement
2. Alignment
3. Focus on the customer
4. People involvement
5. Prevention based process management
6. Partnership development
7. Continuous improvement
8. Data based decision making
9. Societal commitment



# Key Management Areas

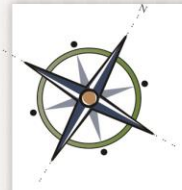
1. Governance
2. Leadership
3. Planning
4. Customers
5. Employees
6. Work Processes
7. Suppliers and Partners
8. Resource Management
9. Continuous Improvement & Performance Measurement



# Implementation Process

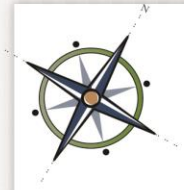
- Conduct a training session with a representative sample of management and staff:
  - Overview of the Organizational Excellence Framework
  - Self-assessment to identify organizational strengths and opportunities for improvement
  - Improvement Plan to address gaps
- Provide implementation assistance as required
- Follow up on progress
- Encourage organization to share experience with others





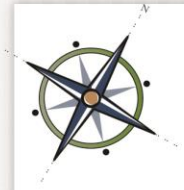
The rung of the ladder was never meant to rest upon, but only to hold a man's foot long enough to enable him to put the other somewhat higher  
- Thomas Huxley





## OUR TEAM

- Talented professionals around the globe:
  - Licensed Professionals using the toolkit
  - Researchers contributing to the Global OE Index
  - QOR Newsletter team providing content
- Involved with global organizations:
  - Organizational Excellence Technical Committee (QMD, ASQ)
  - ISCM Foundation
  - ISO 20700 (Management Consulting Standard)



# Thank You !

Dawn Ringrose MBA, FCMC

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Author, Organizational Excellence Framework Toolkit

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