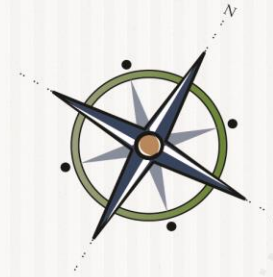
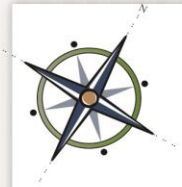


Organizational Excellence Specialists



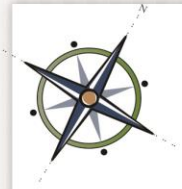
WORKING WITH ORGANIZATIONS
TO IMPROVE PERFORMANCE





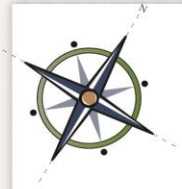
Client Organizations

- 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*

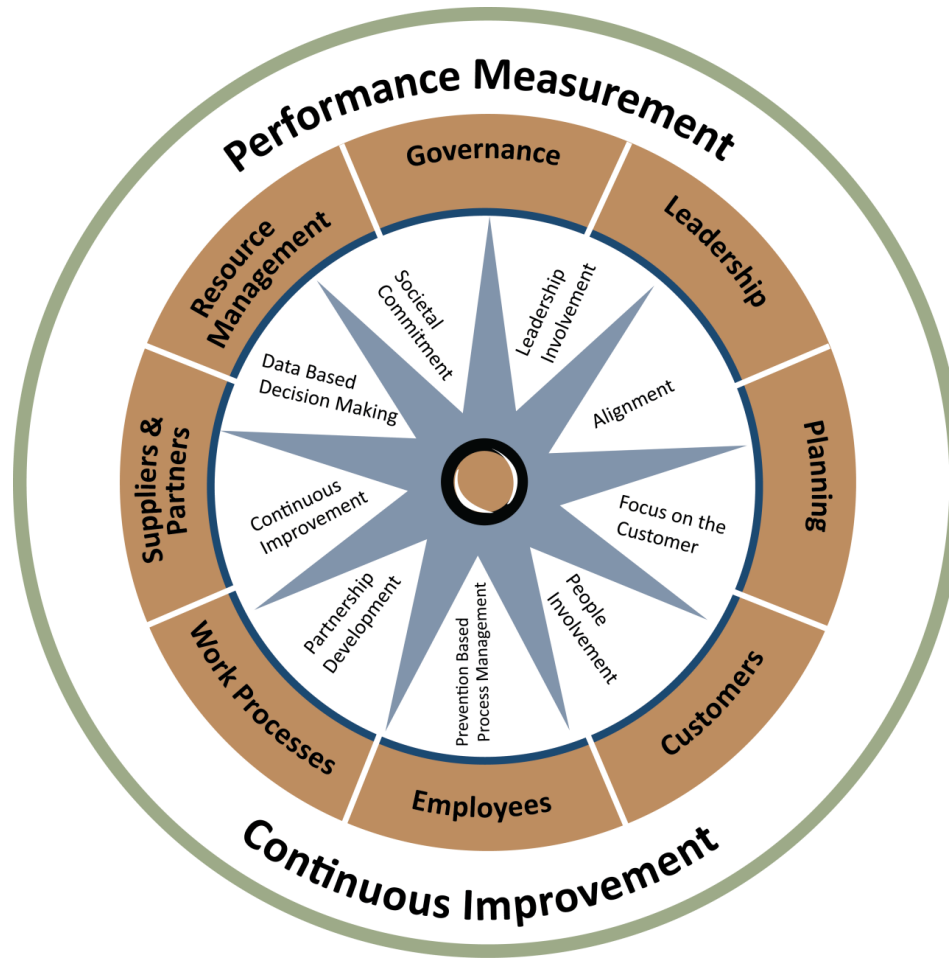


Management Consultants

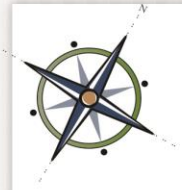
- Provide assistance to clients:
 - Expert
 - Resource
 - Process
- Have tools in their toolkit:
 - Certification
 - Standards
 - Consulting process
 - Code of professional conduct
 - Functional and industry area of specialty



Organizational Excellence Framework

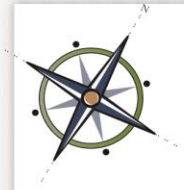


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Toolkit for Consultants

- Creating awareness:
 - Short Presentation
 - Scenario Games
- Conducting an assessment:
 - Teaser assessment on culture
 - Full assessment on management system
- Preparing an improvement plan:
 - Automated assessment and reporting system
- Providing workshops:
 - OEF workshops (holistic approach)
 - Key Management Area workshops (modular approach)
- Comparing performance to others
 - Global OE Index
- Offering consulting assistance



Easy as 1-2-3

● **Assessment:**

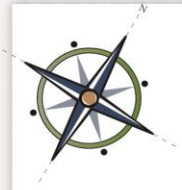
- 9 Principles
- 9 Key Management Areas
- 102 Best Management Practices

● **Improvement Plan:**

- Ratings
- Open-ended comments
- Action plans

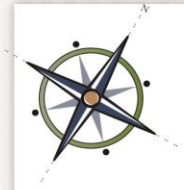
● **Implementation:**

- Training
- Consulting
- Coaching
- Mentoring
- Assisting



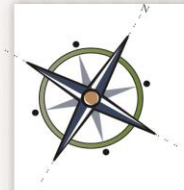
Consider the Benefits

- OES toolkit serves generalists and specialists
- Global, professional and cost-effective set of programs
- Assessment and improvement planning lead to referrals and follow-on assignments
- Quality control embedded on all assignments
- Measurement validates value to the marketplace
- Data analytics and global knowledge base
- Network of collaborative professionals
- Strategic alliances that add value to client engagements



OUR TEAM

- Talented professionals around the globe:
 - Licensed Professionals using the toolkit
 - Research team 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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