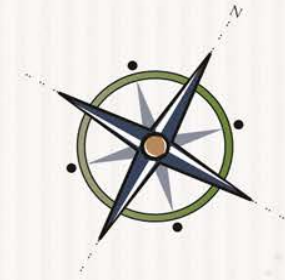


Organizational Excellence Specialists



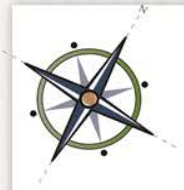
First Assessment on the Current State of Organizational Excellence

Global Organizational Excellence Congress

Abu Dhabi, United Arab Emirates

December 10-12, 2018





Presentation

- Learn about an integrated excellence model and automated assessment tool
- View the interim global research results by organization size, industry sector, country (region)
- Consider how these results can be leveraged by the excellence community and working population



Research Partners

- Launched by:
 - Organizational Excellence Technical Committee QMD ASQ
- Led by:
 - Organizational Excellence Specialists
- Supported by:
 - QLBS
 - Global Benchmarking Network
 - ISO Technical Committee 176
 - International Academy for Quality
 - Core and Support Research Professionals



Excellence Models Provide A Formula For Success

Implement best management practices



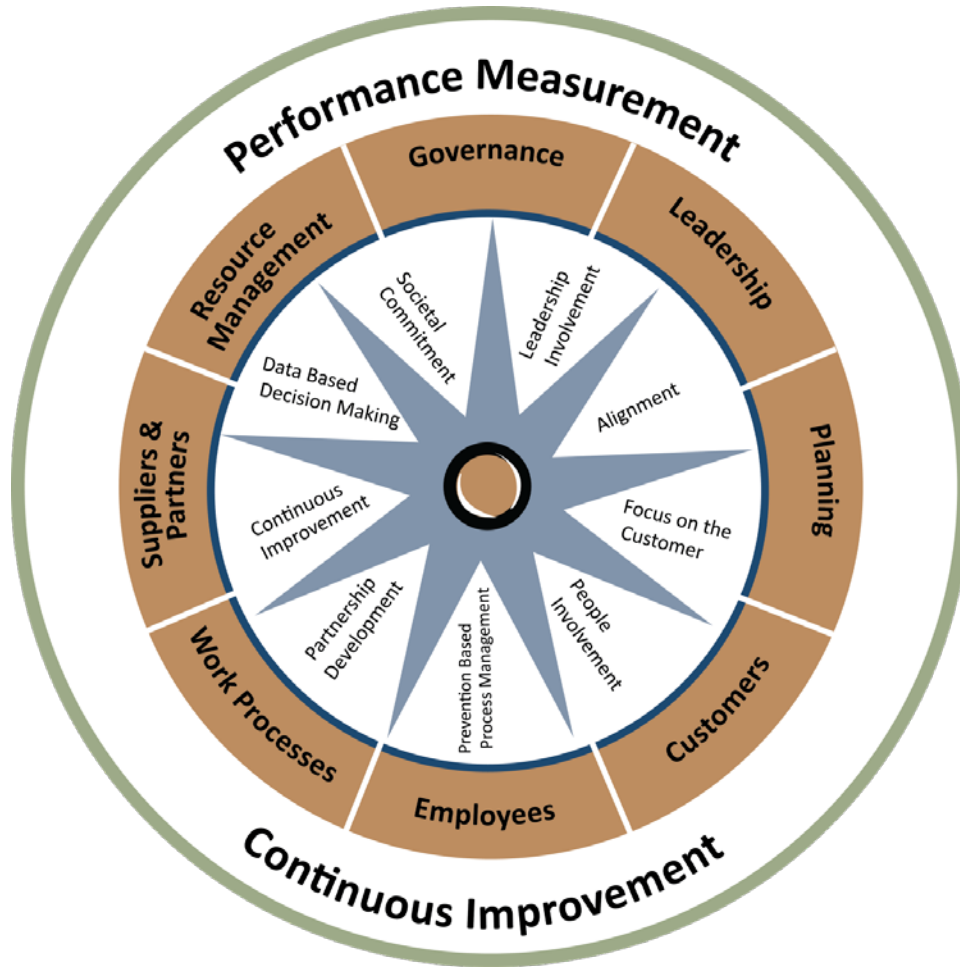
Develop a culture committed to excellence



Achieve exceptional results



Organizational Excellence Framework





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



Automated Assessment Tool

Start Page
The Organizational Excellence Framework (OEF) (1)
Keith Phillips

Show Profile | Save Changes | Generate Reports | Customise View

Assess

-
-
-
-
-
-

No	Dimension Name	0-25% - Just beginning 26-50% - Good Start 51-75% - Doing Well 76-100% - High Performance			
4.6	identifying and managing customer contact points	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance	
4.7	Make it easy for the customer to do business and provide feedback	0-25% - Just beginning	51 - 75% - Doing Well	76 - 100% - High Performance	
4.8	Respond successfully to customer feedback	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance	
4.9	Reaffirm presence in established markets or the requirement to change market approach	0-25% - Just beginning	26 - 50% - Good Start	76 - 100% - High Performance	
Comments		Specify comments/details below			
5.	Employees	3.06			
5.1	Undertake human resource planning that supports organization goals and objectives	0-25% - Just beginning	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance
5.2	Recruit and select people for mutual success	0-25% - Just beginning	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance
5.3	Promote equal opportunity and diversity	0-25% - Just beginning	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance
5.4	Ensure people understand and commit to the strategic direction and improvement	0-25% - Just beginning	26 - 50% - Good Start	51 - 75% - Doing Well	76 - 100% - High Performance

Employees

Comments not available on dimensions. Please select a question in order to view/add/edit comments.

Employees

This section examines employee practices such as: undertaking human resource planning that supports organizational plans, recruiting, selecting, training and developing employees, encouraging employees to share suggestions and ideas aimed at improvement, rewarding and recognizing strong performance of individuals and teams, and ensuring a healthy workplace environment.

Radar Chart

Column Chart



Data Collected

- Position
- Size of organization
- Type of organization
- Industry sector
- Country
- Self-assessment ratings and open-ended comments on:
 - Principles
 - Best Management Practices





Data Shared

- Aggregate results:
 - shared on the OETC open LinkedIn site
 - foundational information for improvement initiatives, presentations and papers, education and training programs, other research projects
- Project intended to benefit all stakeholders:
 - Excellence community
 - Working population at large:
 - Organizations
 - Industry sectors
 - Countries

TEASER ASSESSMENT			
ORGANIZATIONS	700	ROLE:	#
INDUSTRY SECTORS	21	Leadership	255
COUNTRIES	86	Management	251
		Staff	141
		Other	53
TYPE:	#	SIZE:	#
Business	469	Micro	223
Non-Profit	101	Small	80
Government	130	Medium	156
		Large	143

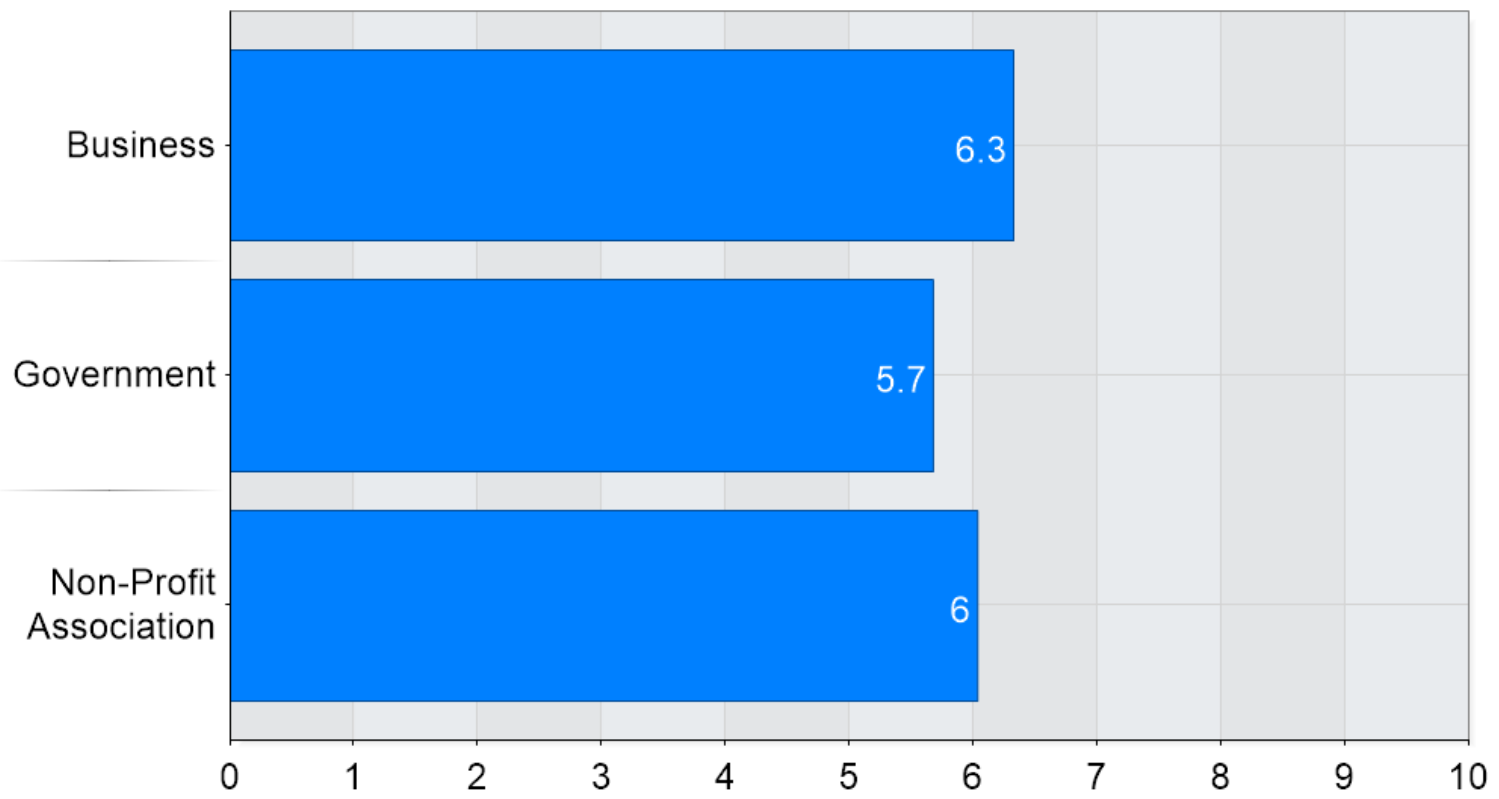


Principles



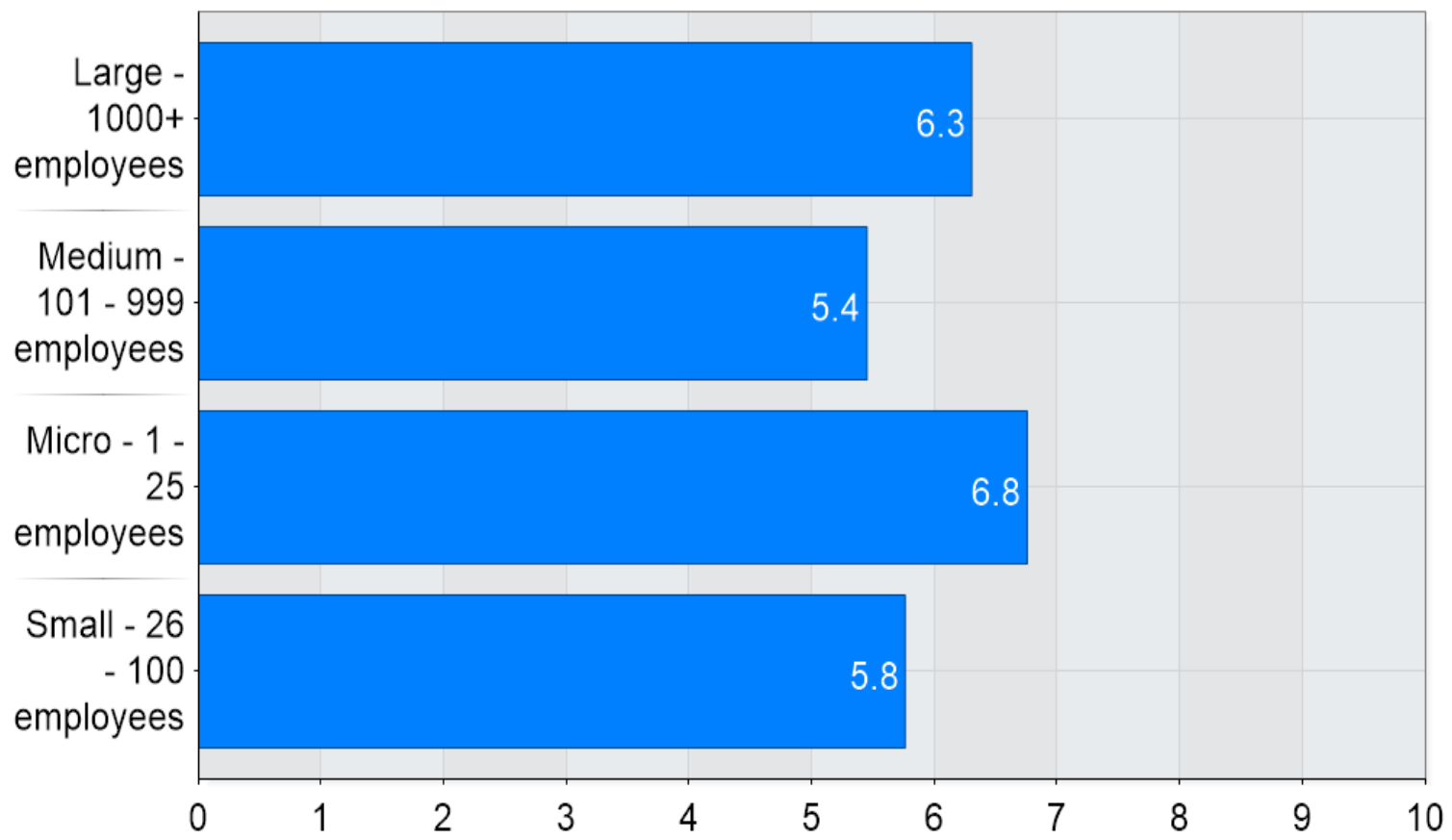


Principles by Type



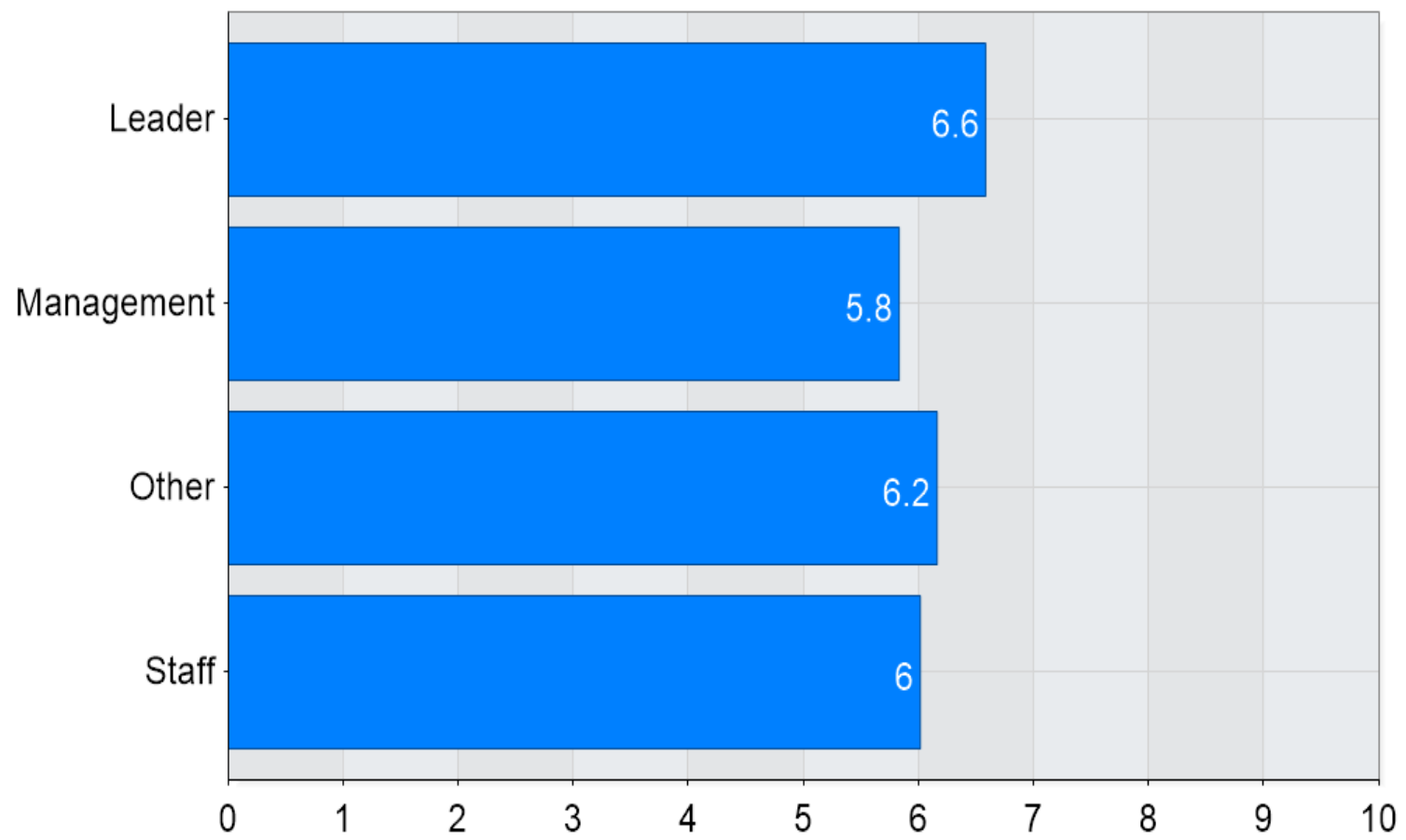


Principles by Size



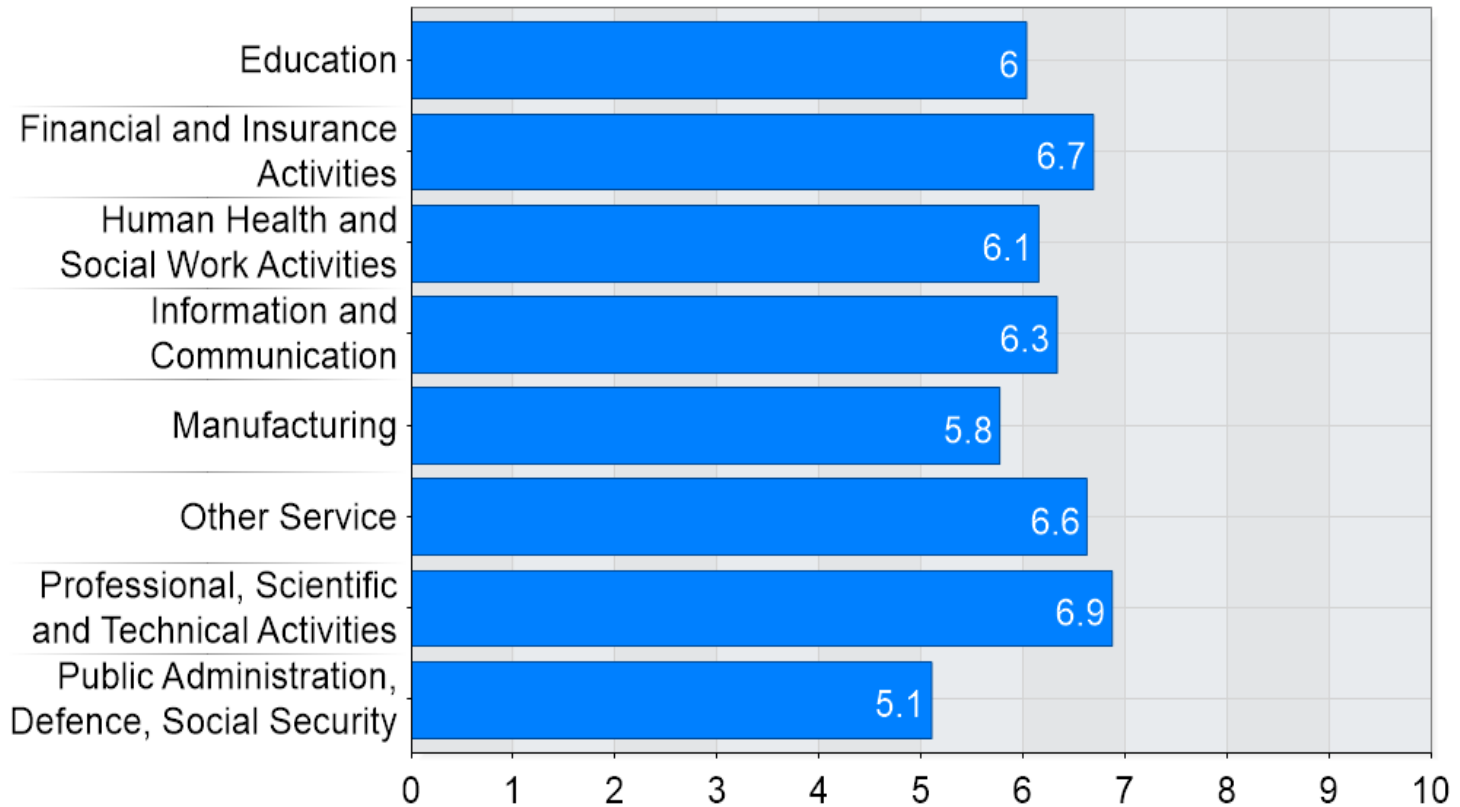


Principles by Position



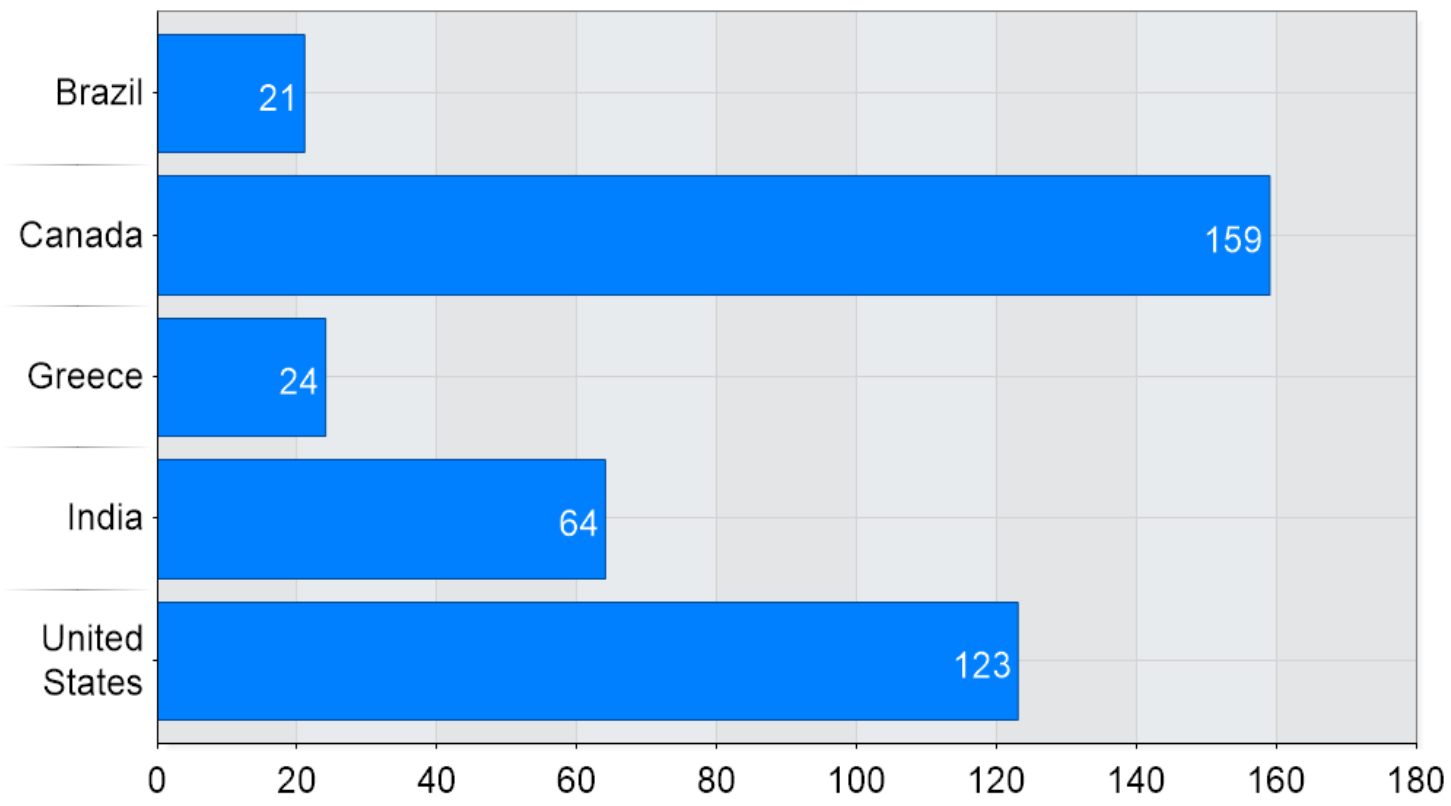


Principles by Sector





Top Country Count



FULL ASSESSMENT			
ORGANIZATIONS	315	ROLE:	#
INDUSTRY SECTORS	20	Leadership	107
COUNTRIES	50	Management	115
		Staff	73
		Other	20
TYPE:	#	SIZE:	#
Business	224	Micro	70
Non-Profit	46	Small	51
Government	45	Medium	89
		Large	105

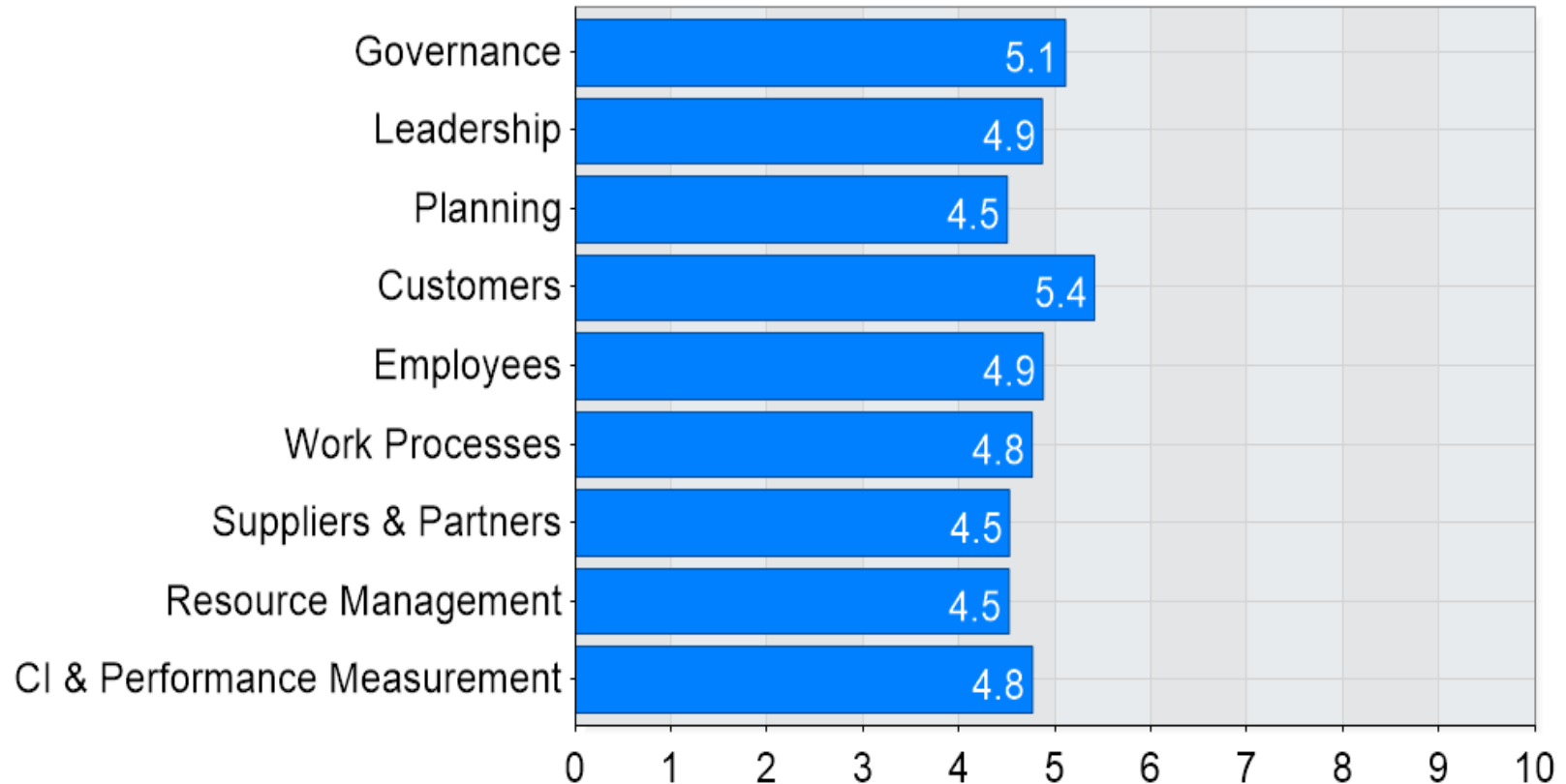


Principles





Key Management Areas





Observations

- Organizations rate Culture of Excellence higher than Key Management Areas
- Most present oriented practices are rated higher than:
 - future oriented practices: risk management, contingency plan, capability gap analysis
 - collaborative practices: benchmarking, working with suppliers and partners to develop products, services and standards



Observations

- A few measures are commonly used by organizations:
 - quality of products and services
 - customer satisfaction
 - financial performance



How Can We Leverage Results?

- Build on strengths
- Address opportunities for improvement
- Collaborate to compete by:
 - Creating awareness
 - Developing understanding
 - Encouraging application
 - Celebrating success
 - Continuing to use Global OE Index for benchmarking



TEAM

TOGETHER EVERYONE ACHIEVES MORE



Next Steps

- Visit <http://organizationalexcellencespecialists.ca/activities/global-oe-index/>
- Take the teaser or full assessment
- View the real time results
- Read the interim and final reports
<https://www.linkedin.com/groups/4369749>
- Global research project complete Q4 2018



Thank You !

Dawn Ringrose MBA, FCMC

Principal, Organizational Excellence Specialists

Board, Global Benchmarking Network

Executive Team, Organizational Excellence Technical Committee

and Chair, Content Management Committee for Leadership,

Quality Management Division, ASQ