



2018 AGM ATTENDANCE AND KNOWLEDGE SHARING FORM

Please complete this form and send to Jan-Patrick Cap,
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ATTENDANCE DETAILS

1. Organisation name **Organizational Excellence Specialists**
2. Country represented **Canada**
3. Names of those attending:

		Tick✓ if you are attending the AGM & Awards / Sharing Sessions	
Name	Position	Conference and Awards	Annual General Meeting
Dawn Ringrose	Principal	yes	yes

- All GBN members can attend the GBN AGM meeting for free with up-to a maximum of 3 delegates. Only one delegate from each GBN Member organisation is entitled to vote
- All GBN members are entitled to one free registration to the GBN Conference. The person named first on this form will be considered as the “free registration”.

KNOWLEDGE SHARING DETAILS

At the start of the GBN’s Annual General Meeting all members will be given an opportunity to spend up to 10 minutes providing an overview of their organisation and activities. This can be done through a PowerPoint Presentation through referring to your responses below.

4. Description of your organisation (what does it do?)

Organizational Excellence Specialists (OES) is devoted to training professionals and developing an international consortium with members that are licensed to deliver training programs aimed at assisting client organizations with the successful implementation of an excellence model. The Organizational Excellence Framework (OEF) is the foundation for training and consulting services and is accompanied by a turnkey toolkit: scenario games, holistic workshop, modular workshops, automated assessment and reporting system, train the trainer program, global OE index. In addition to current members, there are professionals under development in over 20 countries and the tools in the toolkit have been downloaded in 55 countries. Several countries have been seeking permission for their award program to be based on the OEF.

5. Name up to 3 key projects or benchmarking activities you have undertaken in the last year?

(1) Continued to work on the ‘first global assessment on the current state of organizational excellence’ using the OEF assessment tool:

- Tried to attract respondents across industry sectors with a 30 second commercial and promotional posts on LinkedIn and Facebook that included a series on national award recipients.



- Shared the 4th and 5th interim reports on the study with networks during May and October 2018.
- Promoted GBN at ASQ Headquarters, August 2018, United States
- Presented at various meetings and events throughout the year:
 - International Conference on Benchmarking, Iran, February 2018
 - CMC Global Newsletter, March 2018 (65 countries)
 - ASQ World Conference on Quality and Improvement, April 2018, United States
 - ASQ Texas Section, June 2018, United States
 - ASQ Blue Ridge Section (Virginia), July 2018, United States
 - ICQEM, July 2018, Spain
 - ASQ UAE, June and October 2018, UAE
 - GEM Council, August 2018, Australia
 - Flevy Executive Leadership Program, August and September 2018, United States
 - Interfacing Webinar, September 2018, Canada
- Invited two businesses to join GBN: Armature (United States) and QLBS (New Zealand)
- Selected to present on final results of study at 2019 World Conference on Quality and Improvement

(2) Worked as a SME and Assessor with the Abu Dhabi Government Excellence Program

6. Name up to 3 key projects or benchmarking activities you will be undertaking in the following year?

- Complete the inaugural report on the global research study.
- Work with collaborators and partners to develop more awareness and interest about benchmarking in Canada and other countries where we have partnerships.
- Continue to share best practice and benchmarking examples with client organizations.

7. What are your organisation's key areas of expertise that other GBN members could learn from?

The professionals on our team are management consultants that specialize in different functional areas and industry sectors. Most members are Certified Management Consultants that follow a code of conduct, are knowledgeable about the consulting process, and have demonstrated proficiency in the common body of knowledge.

Together, we cover a broad spectrum of practice that includes the key management areas and related best management practices of the OEF and industry sectors such as: three levels of government, non-profit associations, and wide range of service and manufacturing businesses.

8. What have you done for your GBN Community this year? What actions have you taken during 2018 to implement the GBN Strategic Plan, attract New Members or to contribute to the GBN Vision and Values?

- Provided a webinar and workshop for the new Joint Service Offering at GBN.



- Wrote two articles for the GBN Newsletter.
- Continued to work on the global research study and presented at a variety of meetings and conferences listed above.
- Promoted the IBCON to potential partners (e.g. BTOES, Institute of Directors) and contacts (e.g. LinkedIn, website).

9. What do you propose to do in 2019 for your GBN Community this year? What actions will you take during 2019 to implement the GBN Strategic Plan, attract New Members or to contribute to the GBN Vision and Values?

Continue with same activities listed in Question 8

10. Are there any specific things that you would like to be discussed at the GBN meeting?

The need to develop more:

- member engagement
- collaborative training activities
- collaborative marketing activities
- strategic approach for the benefit of all members

11. What would you like to share at the GBN AGM?

The 5th report on the interim research results for the 'first global assessment on the current state of organizational excellence' that will be provided under separate cover. Benchmarking is the lowest rated practice in the global research study to date. With over 1000 responding organizations, this statistic suggests an opportunity for the GBN.

12. Which organisations will you be inviting to participate in the GBN Benchmarking Awards?

I have promoted the awards in Canada (e.g. speaking at conferences, writing articles, posting on LinkedIn and Facebook). However there does not appear to be interest at this time.

13. In the spirit of benchmarking and best practice sharing all members are encouraged to share/give a benchmarking 'gift' to other members. This could be a report, paper, presentation slides or just an idea on benchmarking, best practices or business excellence.

What is your benchmarking gift?

The interim research results for the first global assessment on the current state of organizational excellence.