

Organizational Excellence Specialists



**Special
Announcement
to
Clients**



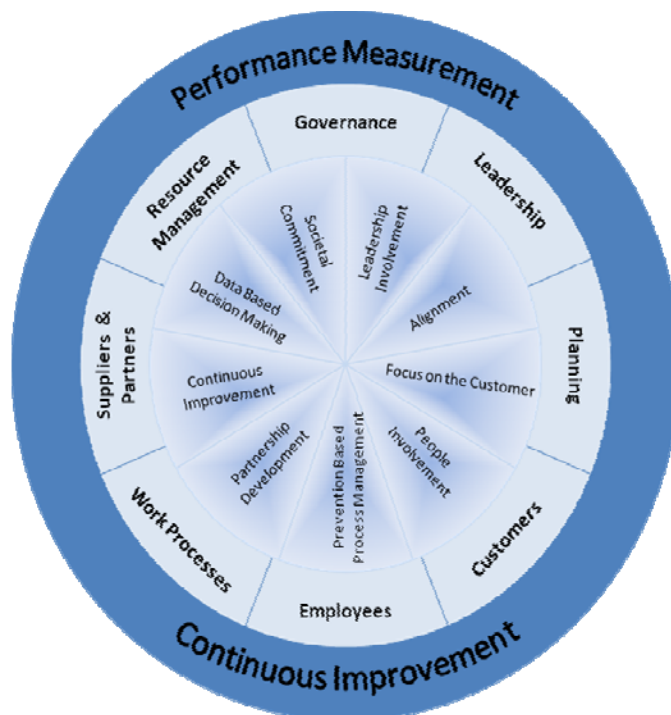
Improving Organizational Performance

Working in cooperation with a team of Certified Management Consultants and Quality Management Professionals, Dawn Ringrose MBA, FCMC, authored a publication entitled the *Organizational Excellence Framework* (OEF, copyright September 4, 2010). The OEF is based on four leading frameworks (Canada, United States, Europe, Australia) that were developed in the 1980's and have continuously evolved over the years. These jurisdictions have promoted their frameworks, assisted organizations with implementation, and developed award programs to celebrate the successes. They have also conducted research showing that organizations implementing the frameworks outperform their industry counterparts on key performance measures.

The OEF builds on these tried and true frameworks by combining their strengths and uniquely offering a user friendly guide to implementation. A high level snapshot of the OEF follows. As you can see, the Framework diagram is comprised of three rings:

- Inside - principles that characterize the culture and values of the organization and depict the way people work together and with their stakeholders
- Middle - best practices across nine key management areas
- Outside - best practices that are used to continually improve performance and measures that are used to monitor and identify improvement opportunities for each management area and the organization as a whole

Figure 1. Organizational Excellence Framework





For any size and type of organization, the benefits of implementing the OEF include:

- Provides the foundation on which to develop an organization
- Provides an integrated and coordinated way to drive tangible results
- Identifies the interdependencies and interrelationships between management areas
- Reduces non-value adding activity such as: errors, rework, duplication, customer and employee dissatisfaction
- Contributes to becoming an 'employer of choice'
- Provides a performance benchmarking program

Organizational Excellence Specialists are available across Canada to organizations wishing to participate in a three-day workshop on the OEF. The workshop provides an understanding of quality management systems and the OEF (200+ pages) and provides an opportunity to conduct a self-assessment against the OEF and prepare an improvement plan to address gaps.

To receive more information on the three-day workshop, please click on the following link to indicate your interest <http://www.surveymonkey.com/s/X3DMM5W> .