
FIRST GLOBAL ASSESSMENT ON THE CURRENT STATE OF ORGANIZATIONAL EXCELLENCE

ASQ CANADA CONFERENCE
OTTAWA, ONTARIO
SEPTEMBER 2017

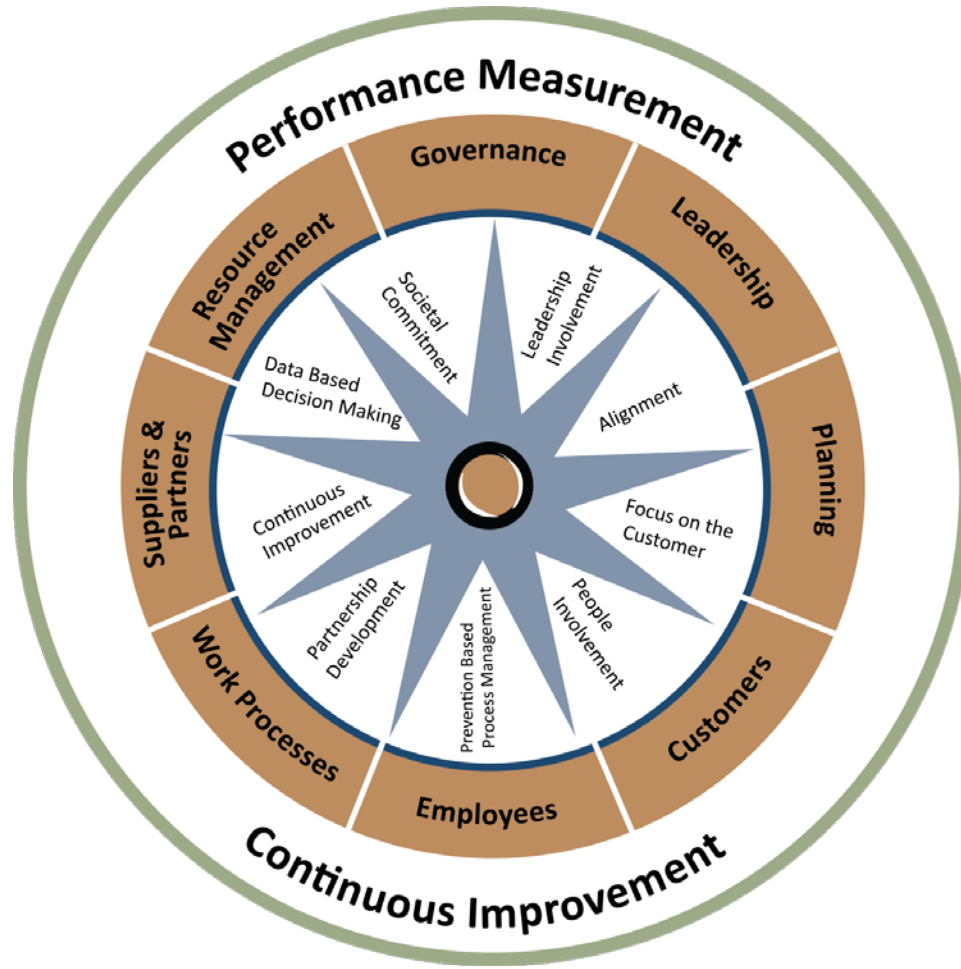




Research Partners

- Organizational Excellence Technical Committee
- Organizational Excellence Specialists
- Global Benchmarking Network
- ISO Technical Committee 176
- International Academy for Quality
- National excellence associations
- Universities
- Independent research professionals

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 & Reporting Tool

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

Show Profile Save Changes Generate Reports Customise View Current Assessment

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				
4.7	Make it easy for the customer to do business and provide feedback				
4.8	Respond successfully to customer feedback				
4.9	Reaffirm presence in established markets or the requirement to change market approach				
Comments		Specify comments/details below			
5.	Employees	3.06			
5.1	Undertake human resource planning that supports organization goals and objectives				
5.2	Recruit and select people for mutual success				
5.3	Promote equal opportunity and diversity				
5.4	Ensure people understand and commit to the strategic direction and improvement				

Radar Chart

Column Chart

Assess Manage Gallery Benchmark Help

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.

Data Collected

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

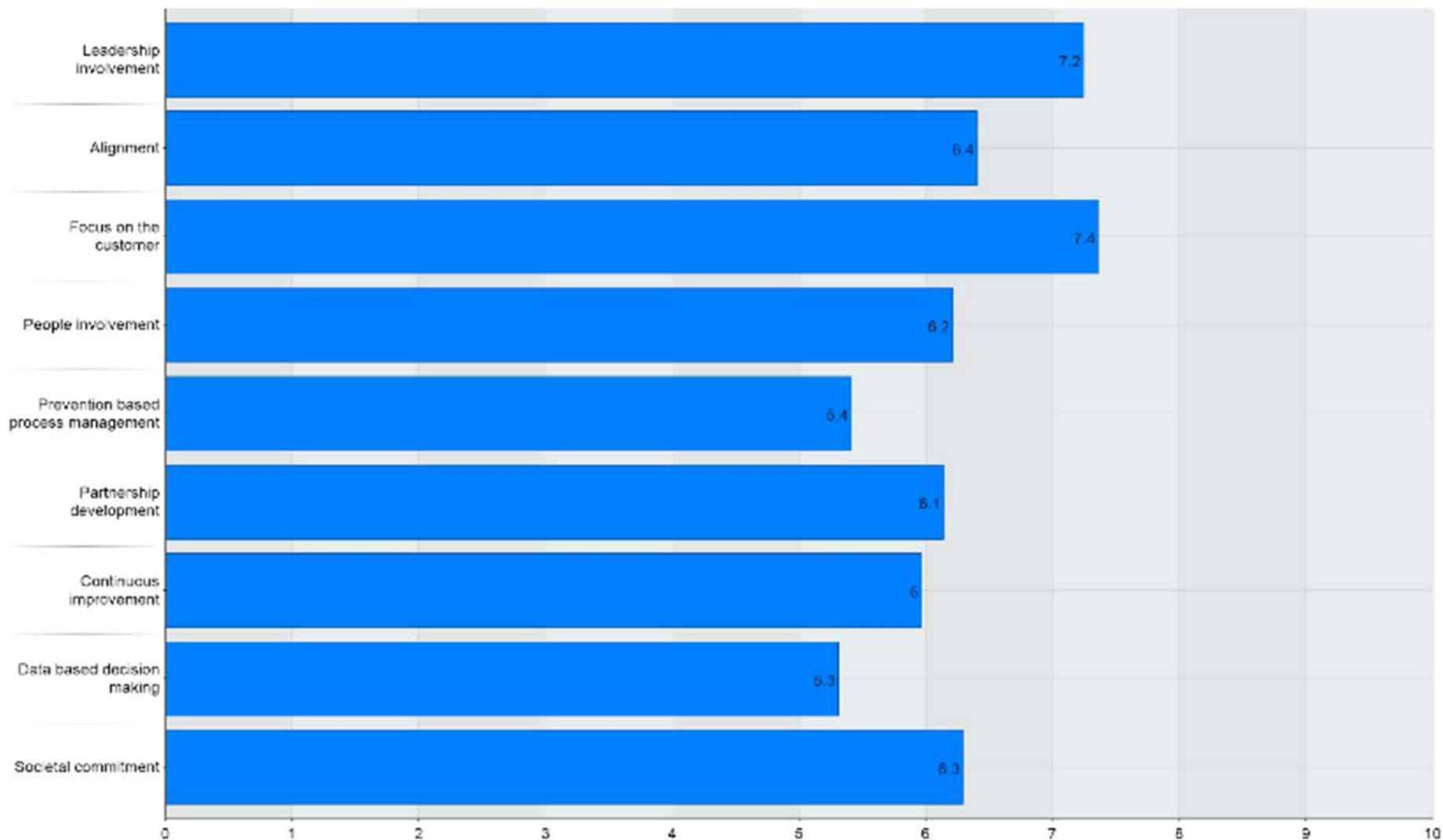
Data Shared

- Aggregate results will:
 - be shared by the Organizational Excellence Technical Committee
 - provide foundational information for improvement initiatives, presentations and papers, education and training programs
- Project is intended to benefit all stakeholders:
 - Excellence community
 - Organizations
 - Industry sectors
 - Countries

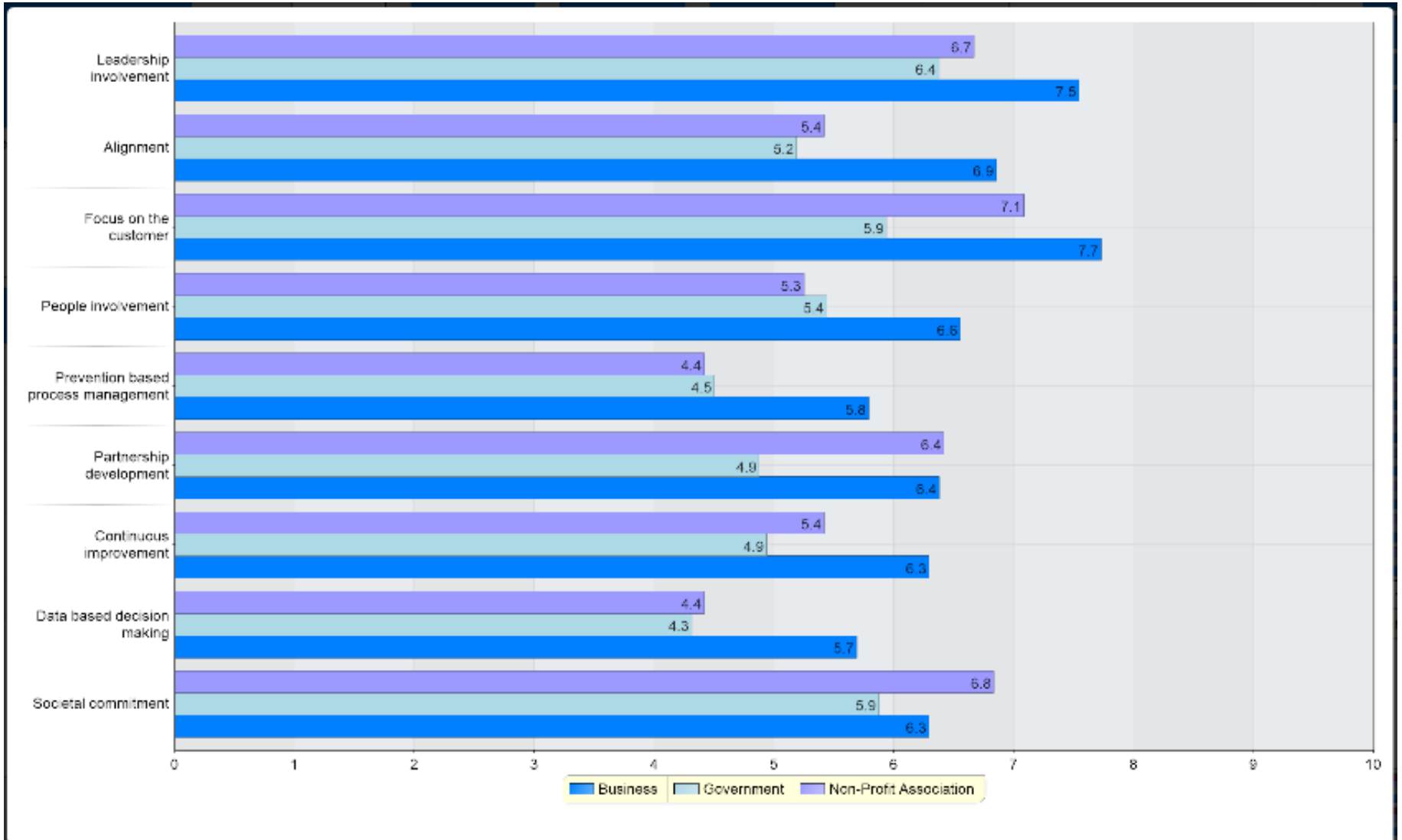
Teaser Assessment Only

ORGANIZATIONS	244	ROLE:	#
INDUSTRY SECTORS	19	Leadership	120
COUNTRIES	45	Management	76
		Staff	34
		Other	14
TYPE:	#	SIZE:	#
Business	174	Micro	115
Non-Profit	30	Small	32
Government	40	Medium	60
		Large	37

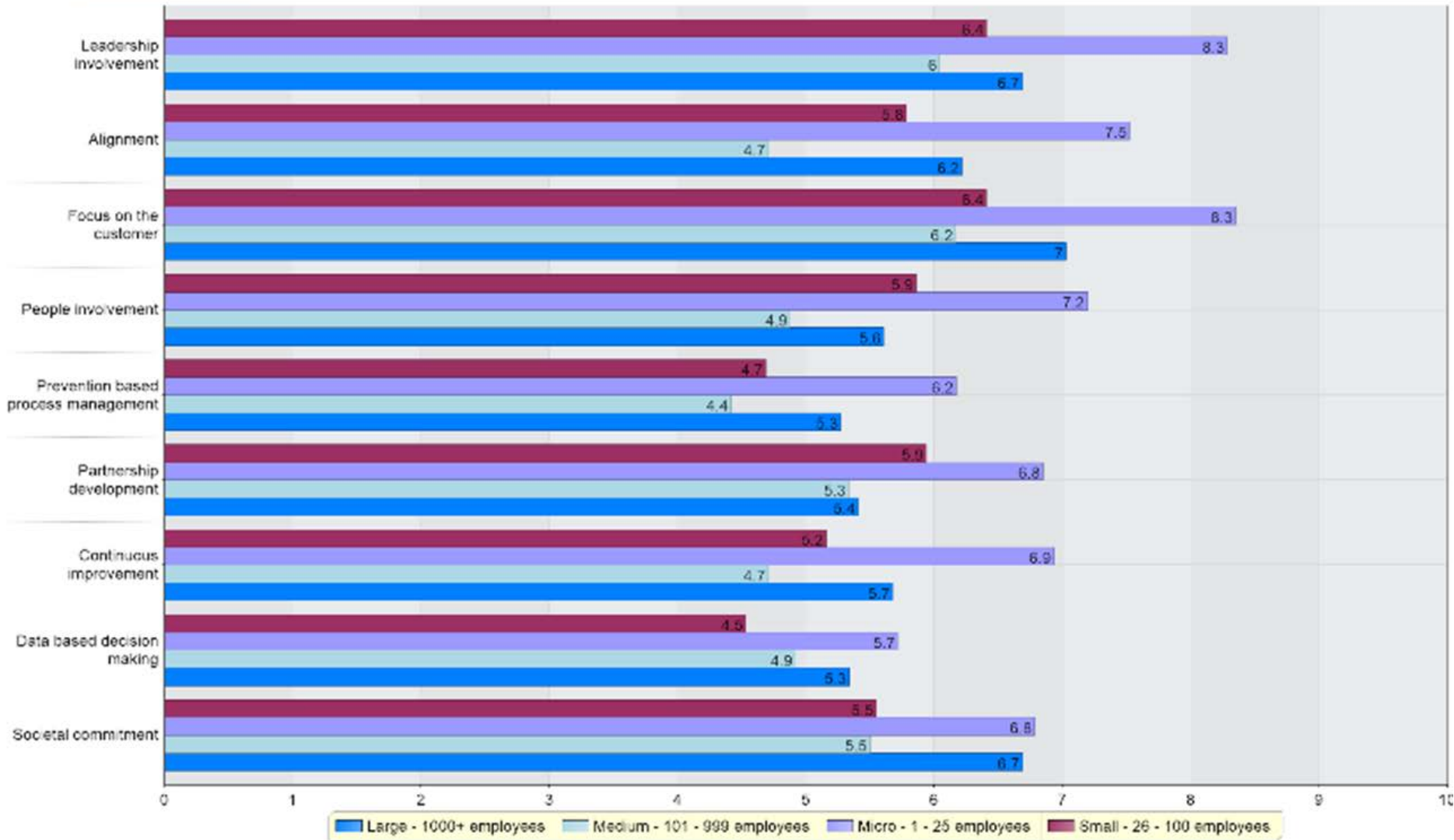
Principles



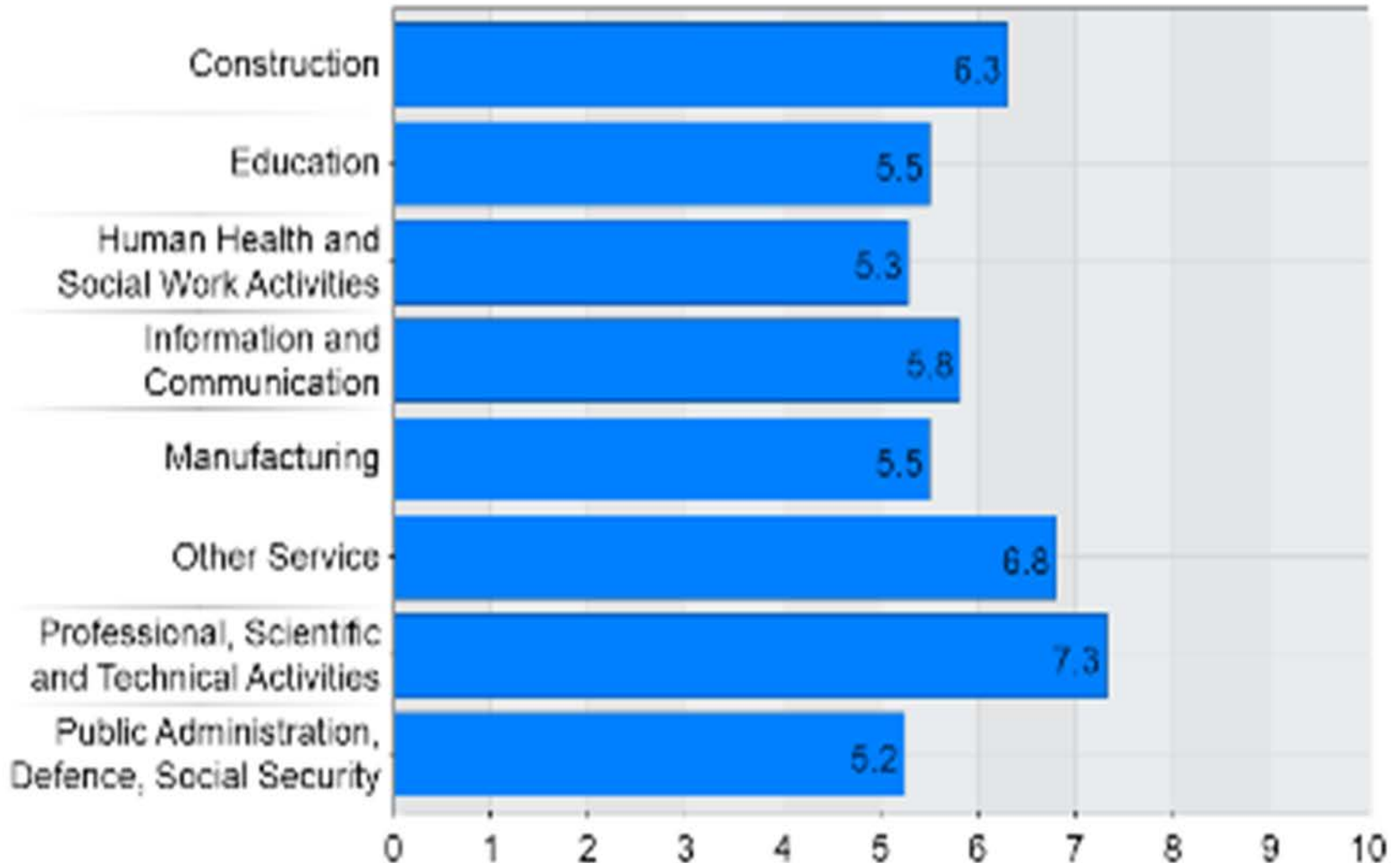
Principles by Type



Principles by Size



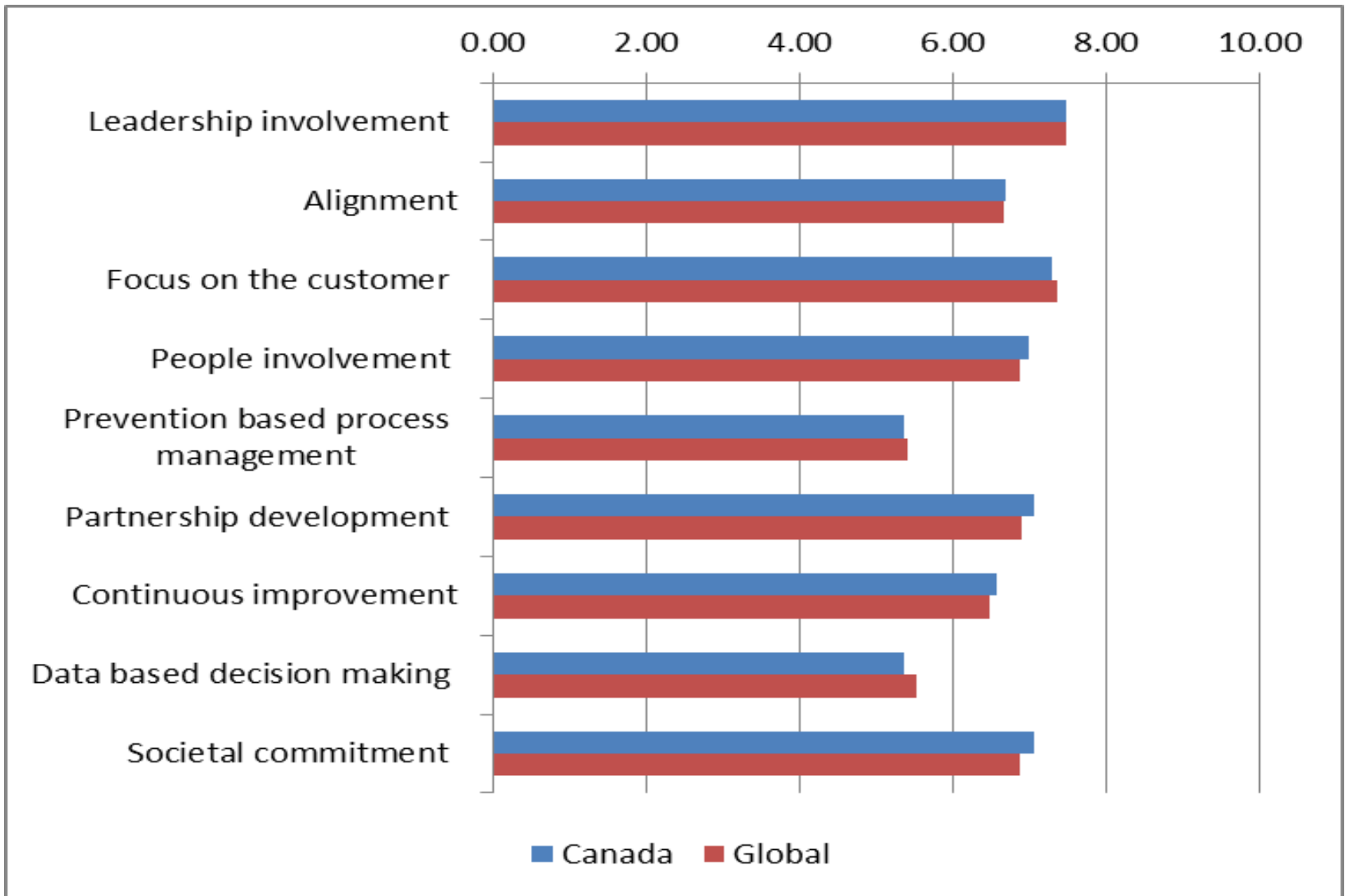
Principles Score by Sector



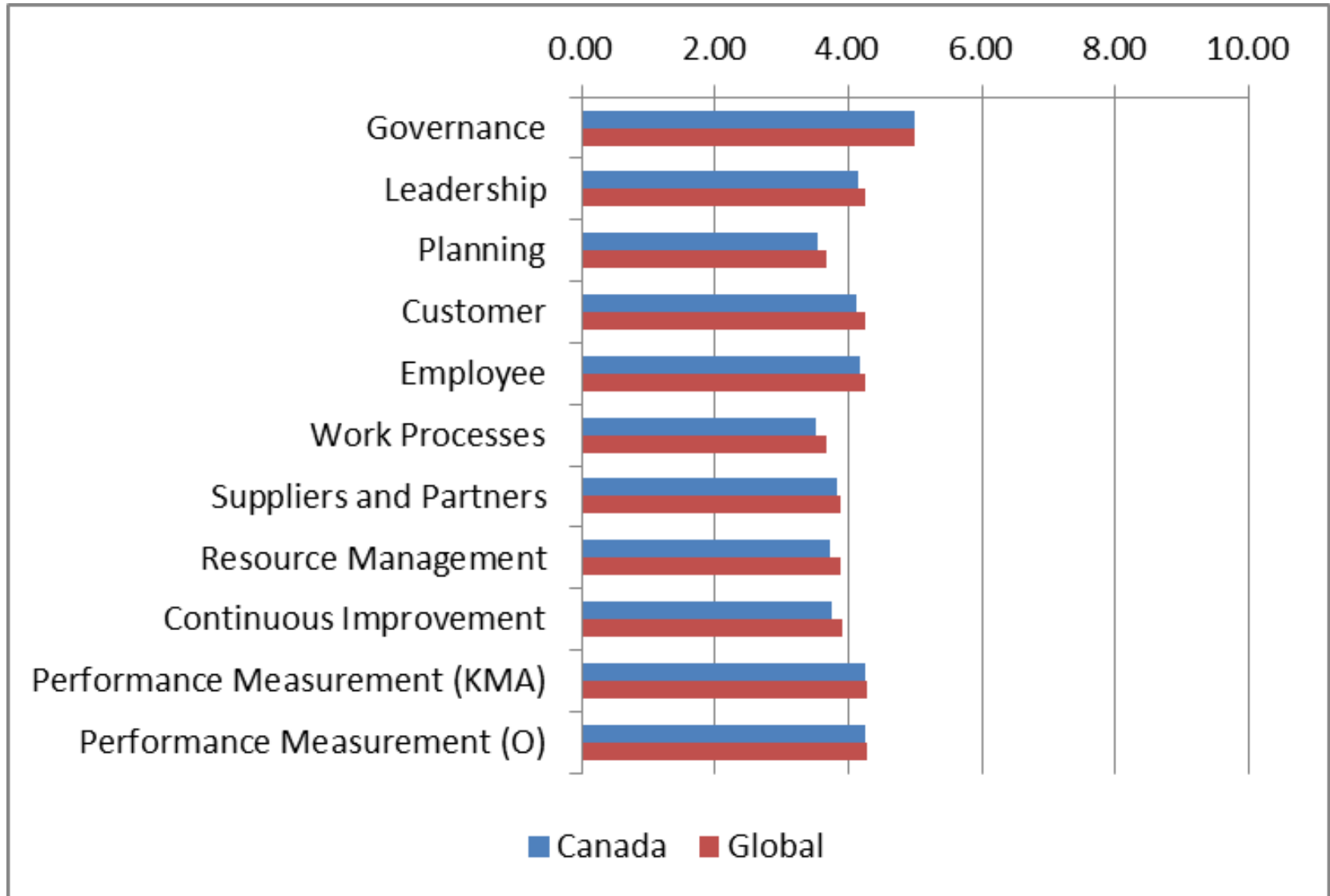
Full Assessment

ORGANIZATIONS	81	ROLE:	#
INDUSTRY SECTORS	16	Leadership	37
COUNTRIES	23	Management	26
		Staff	11
		Other	7
TYPE:	#	SIZE:	#
Business	54	Micro	37
Non-Profit	18	Small	12
Government	9	Medium	14
		Large	18

Principles



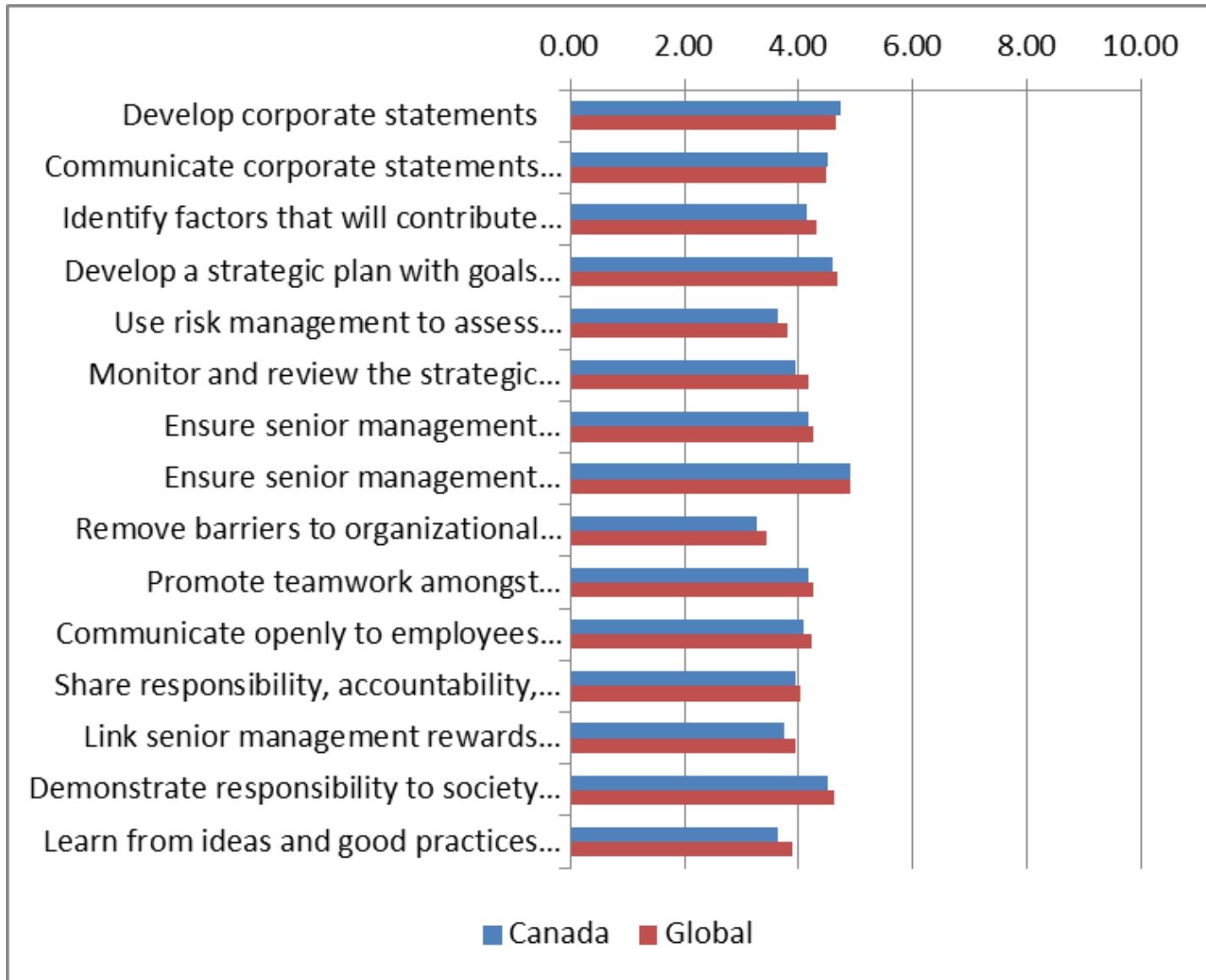
Key Management Areas



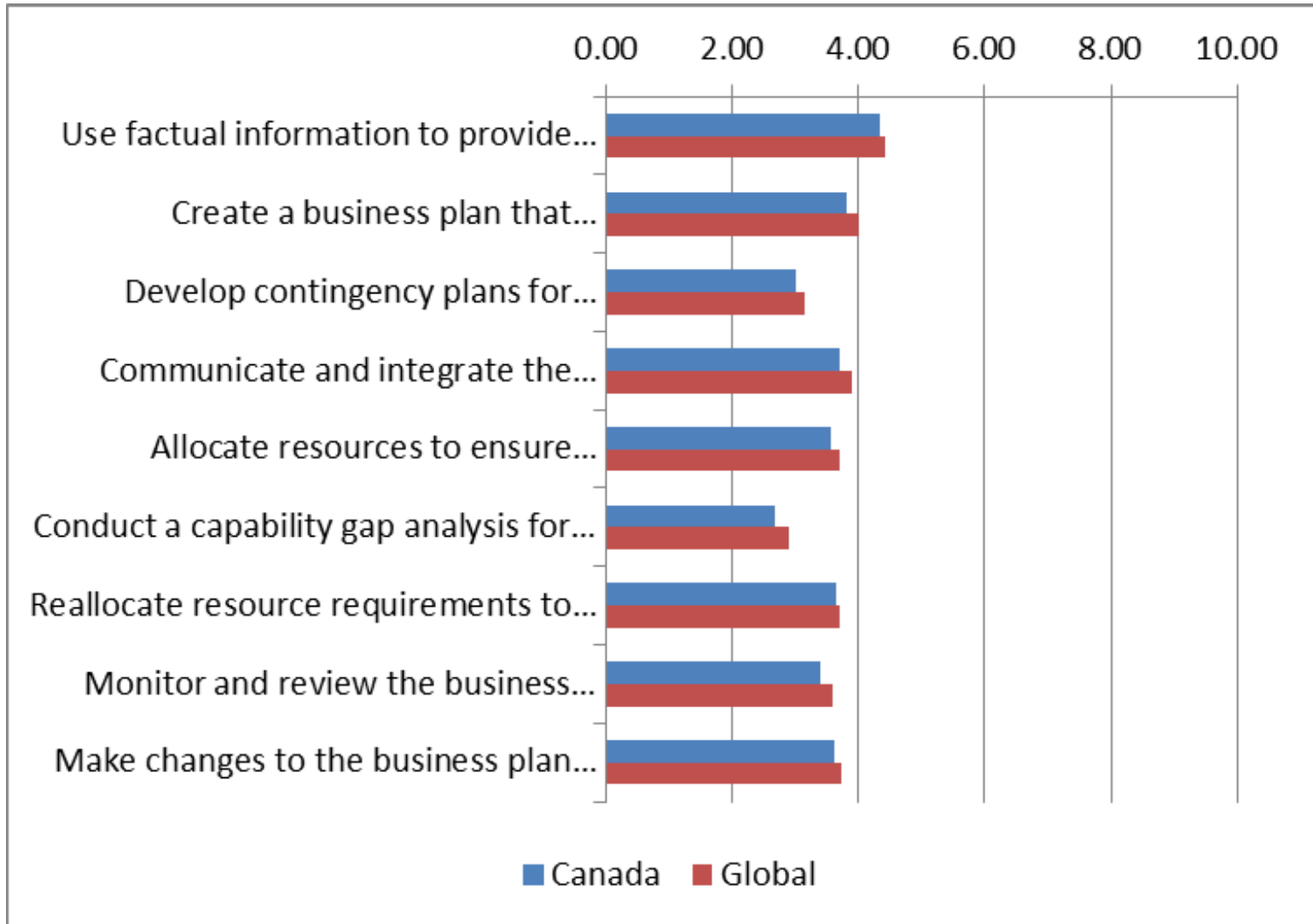
Governance



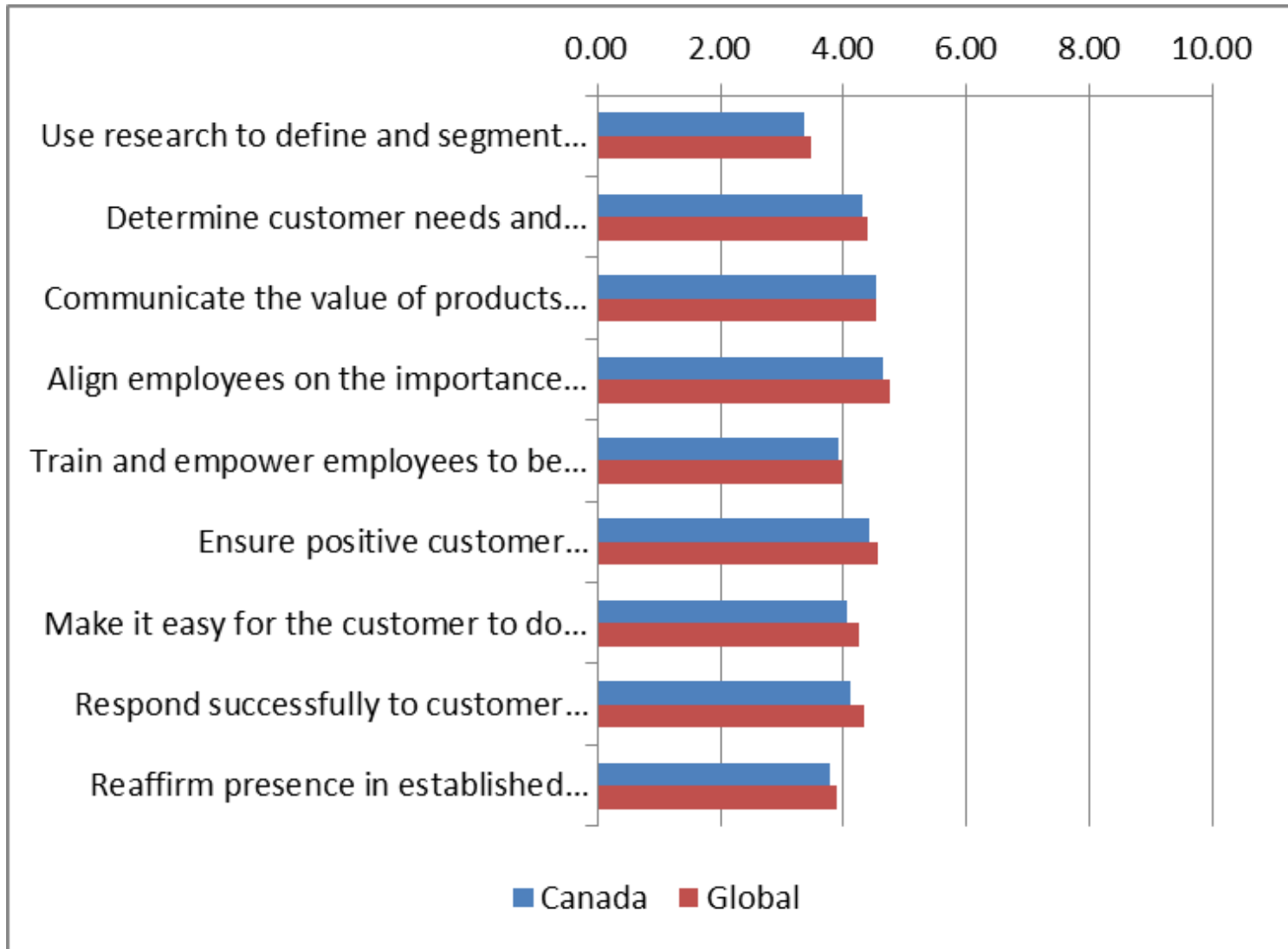
Leadership



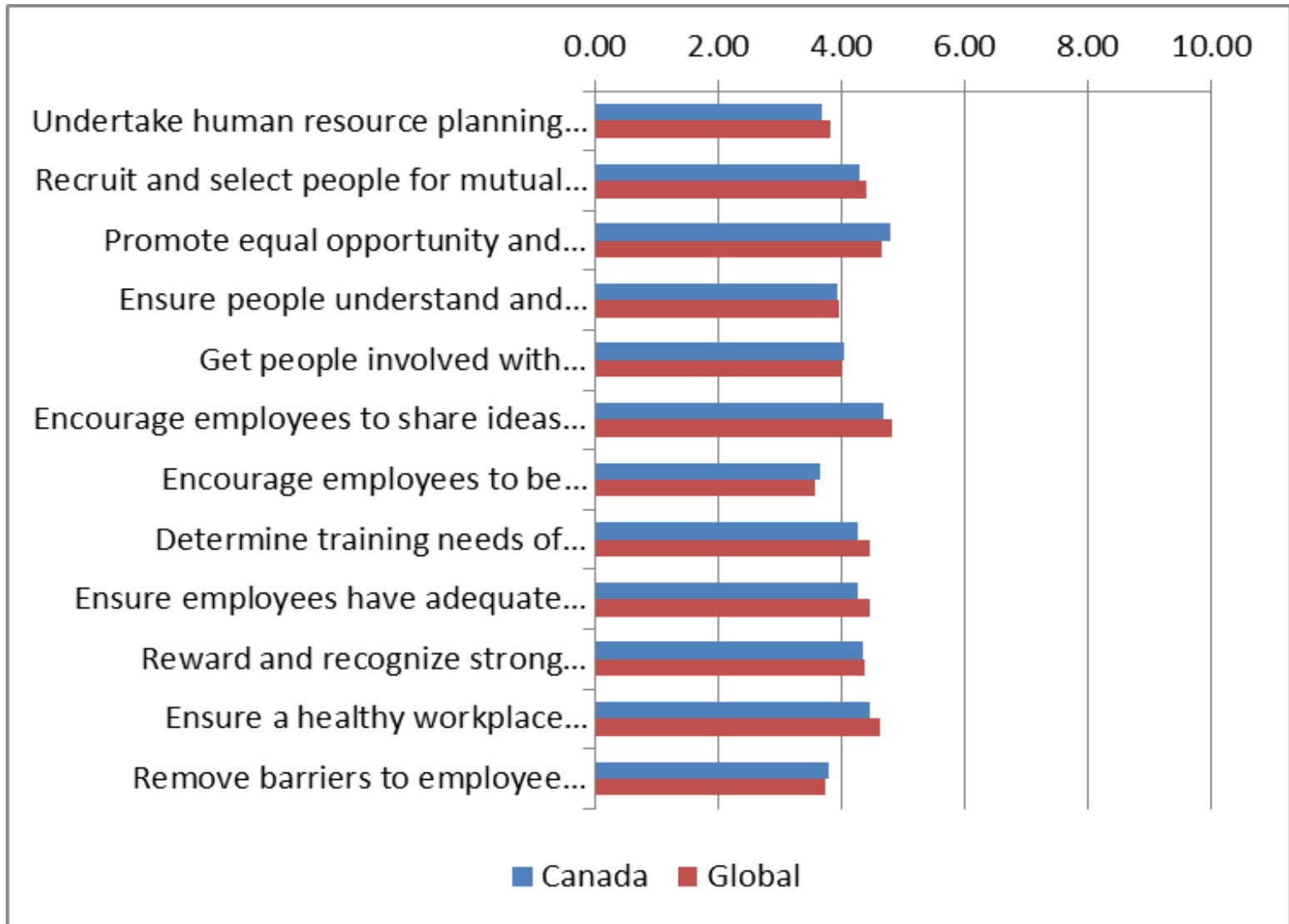
Planning



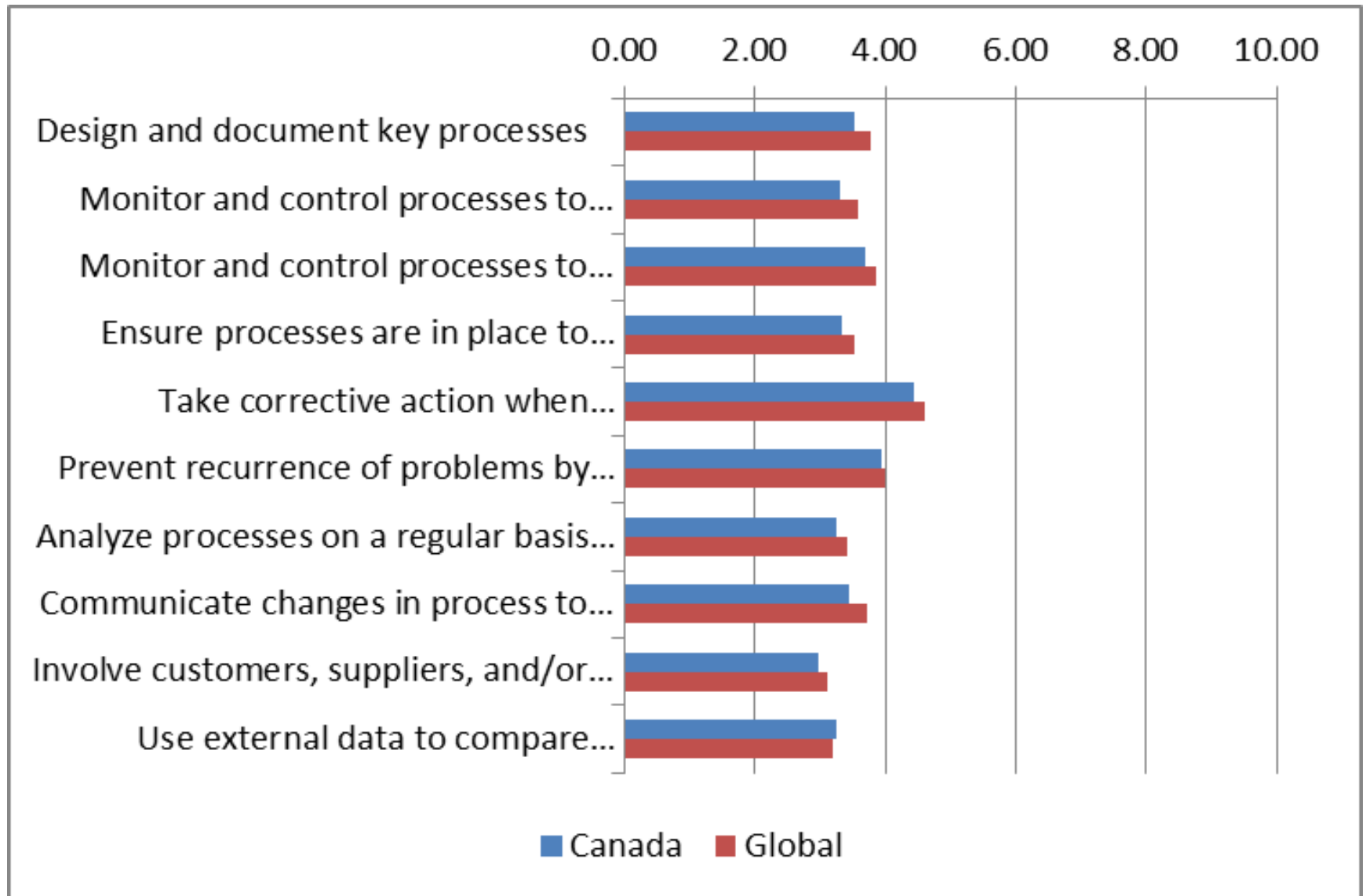
Customers



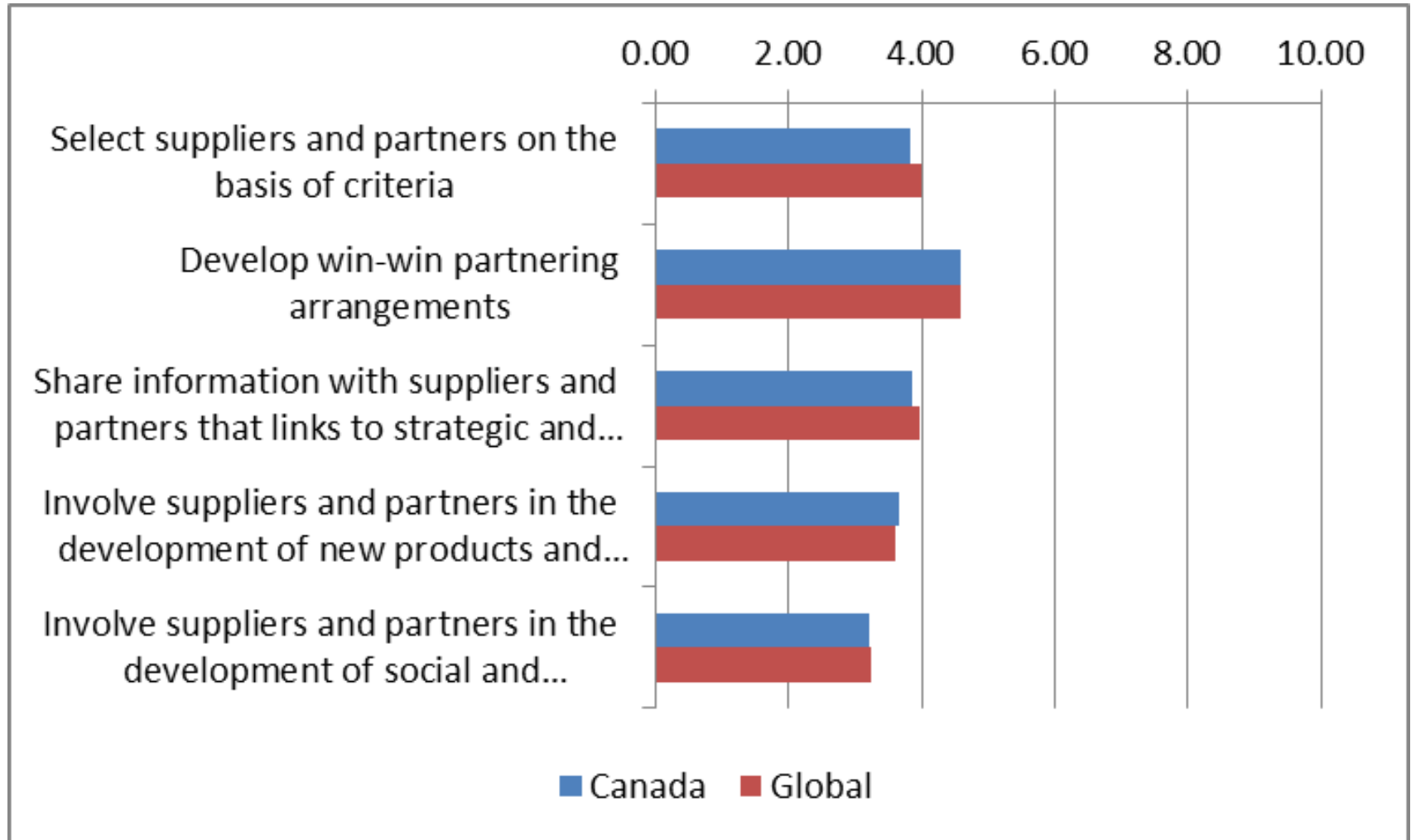
Employees



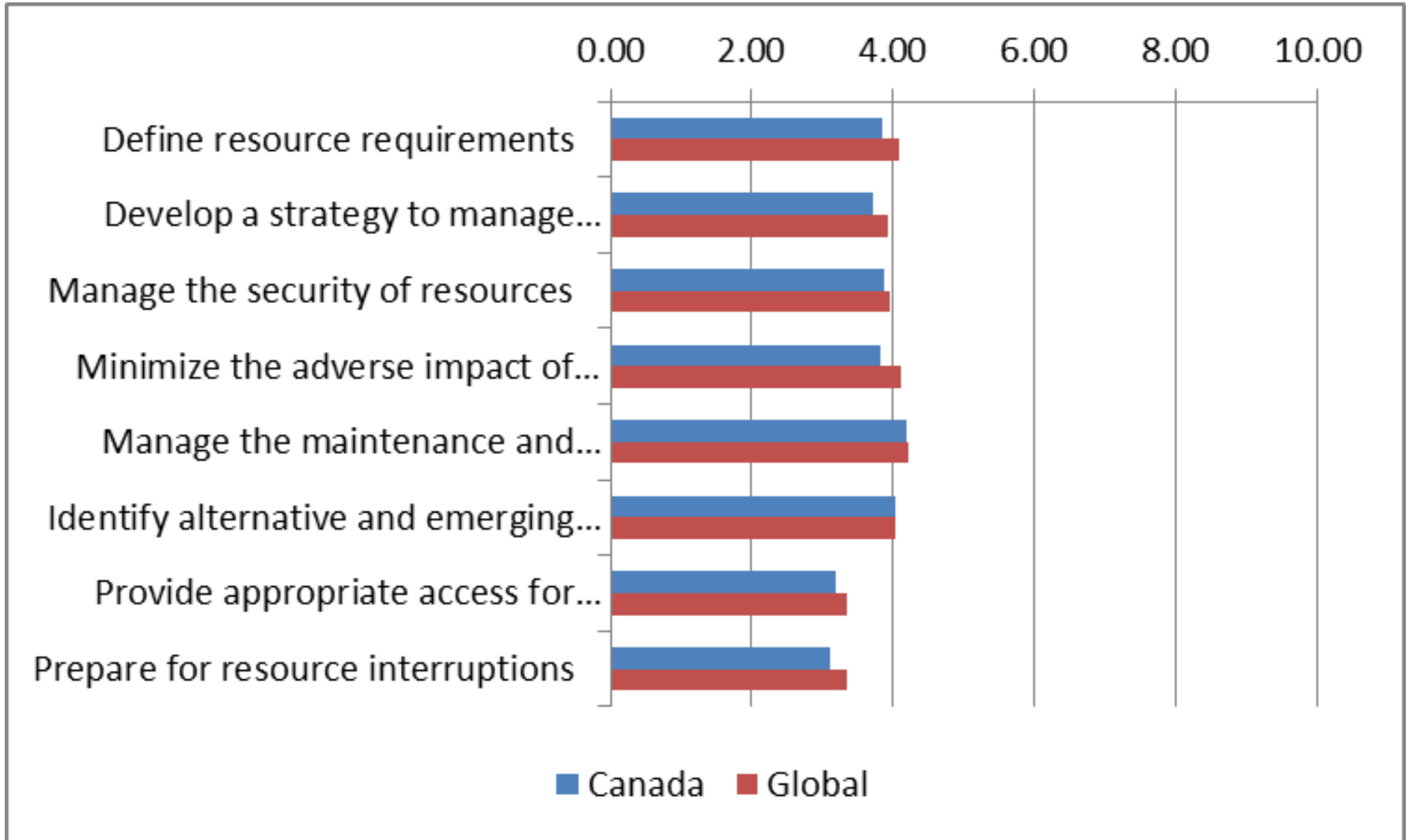
Work Processes



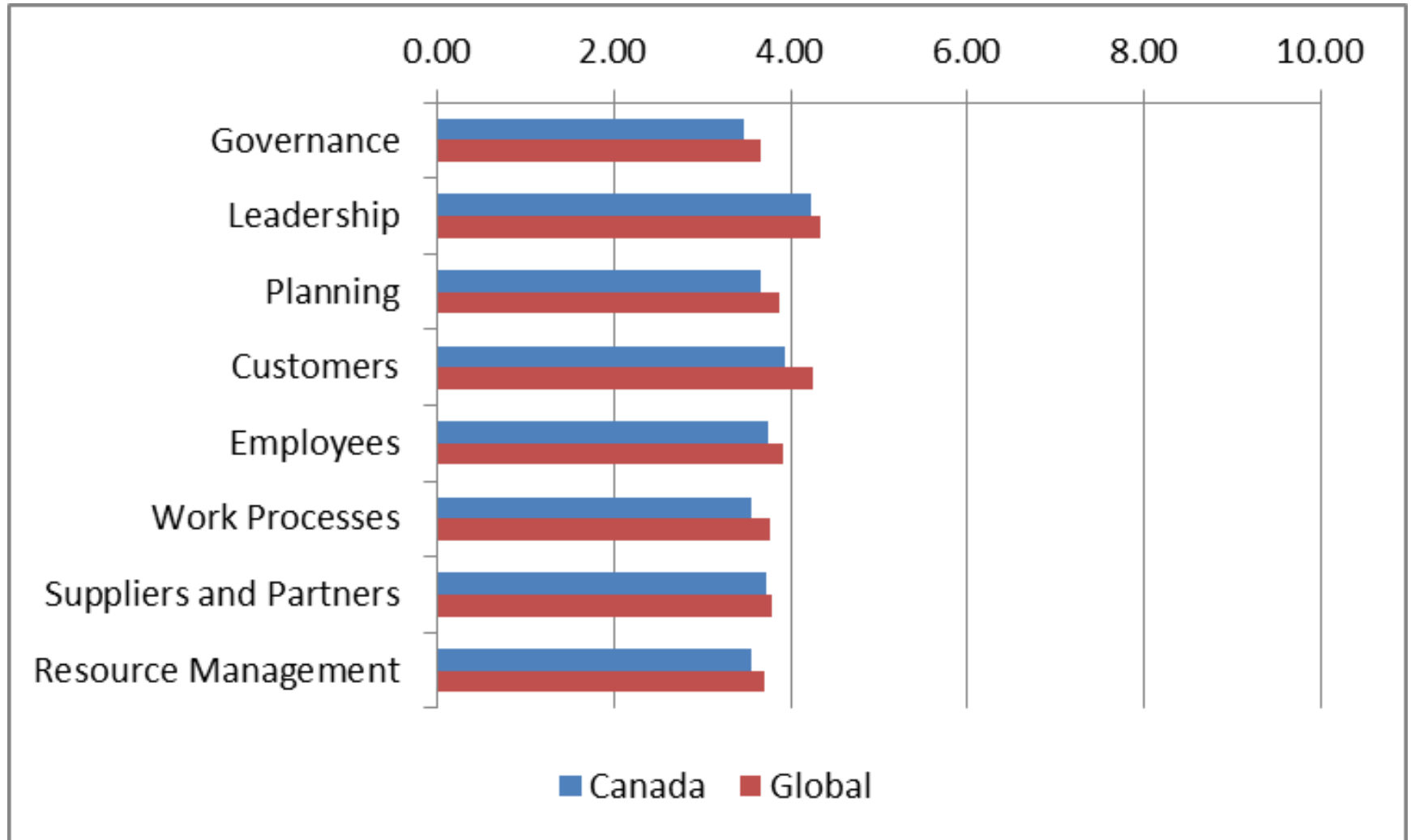
Suppliers and Partners



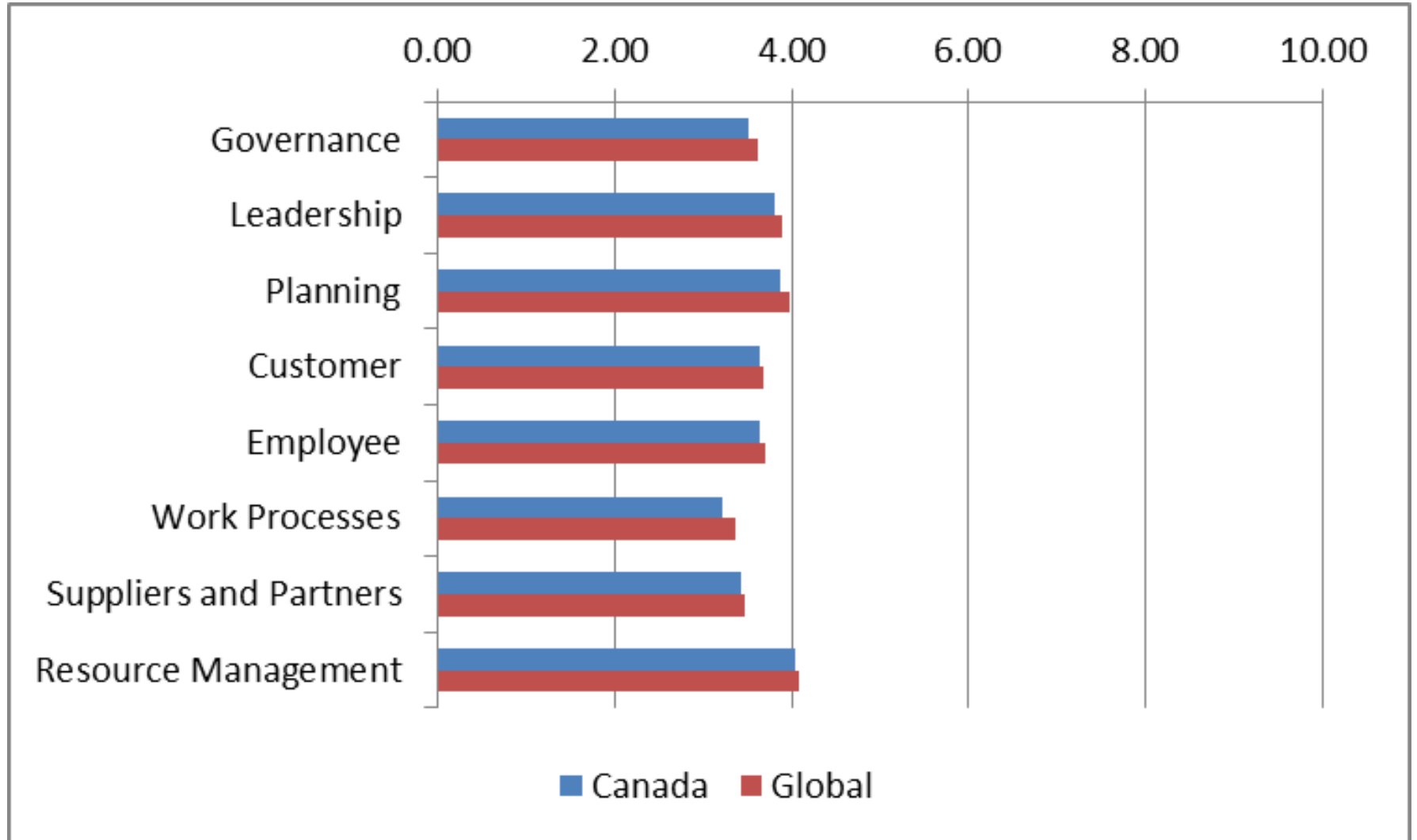
Resource Management



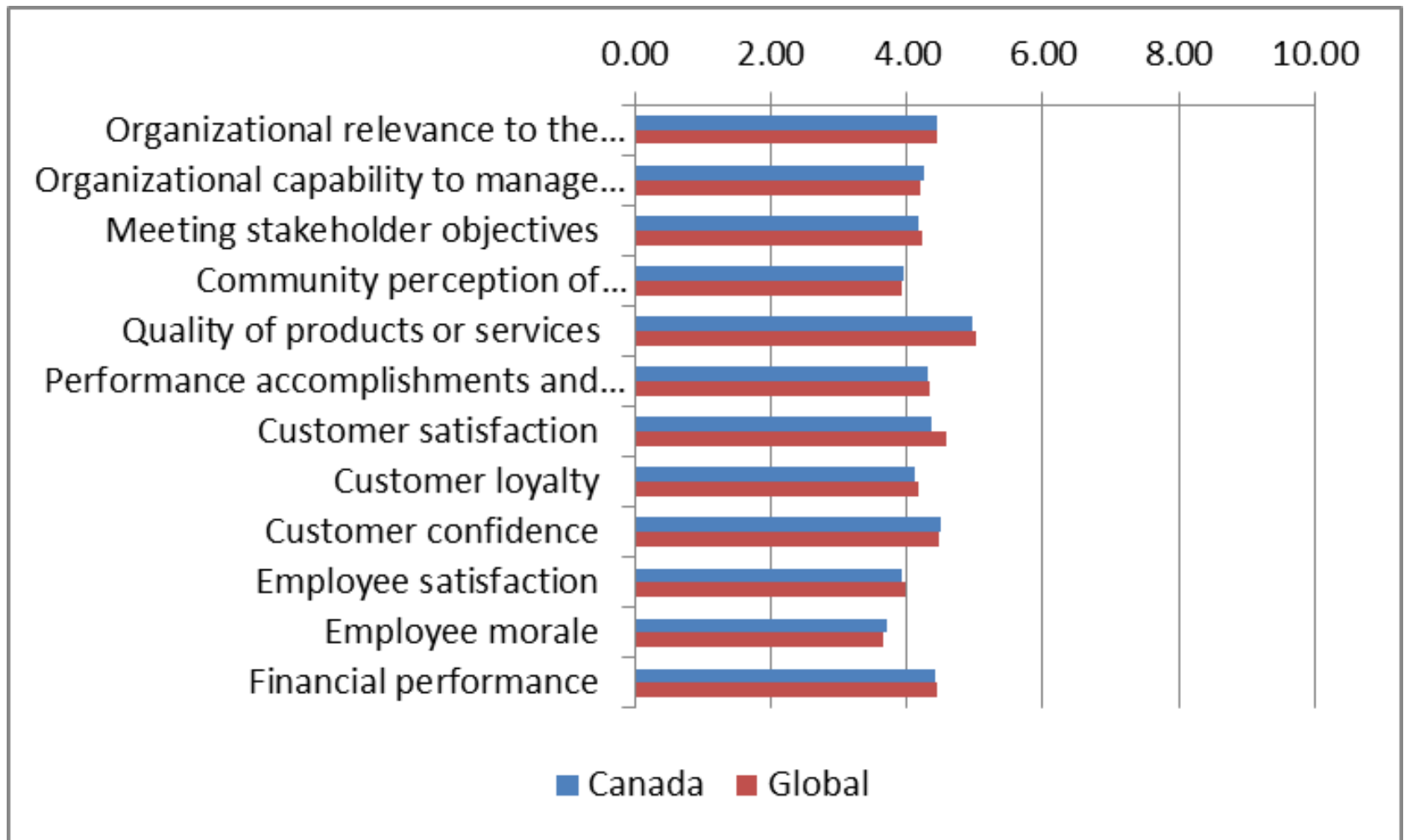
Continuous Improvement



Performance Measurement (KMA)



Performance Measurement (0)



Next Steps

- Global research project will be complete Q4 2018
- Canadian organizations can:
 - build on strengths
 - address opportunities for improvement
 - benchmark with others
 - establish a presence at:
 - national excellence awards
 - International best practice and benchmarking awards

Participate in the Assessment !

- Teaser Assessment
<http://www qlbs.com/QimonoVBA/assessment/OrgExFrameworkTeaser>
- Full Assessment
<http://www qlbs.com/QimonoVBA/Assessment/OrgExFramework>
- Download publication at no charge
<http://organizationalexcellencespecialists.ca/>
- Read interim and final results
<https://www.linkedin.com/groups/4369749>



Thank You !

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