



# THE BUSINESS OF EXCELLENCE

In a highly competitive business environment where only the best of the best succeed, organisations are left with only one choice - the need for an unrelenting pursuit for excellence. While the notion of business excellence is not new, its popularity has grown over the years due to the need for an integrated and holistic strategy to drive excellence.

The journey towards business excellence requires perseverance, focus and an unwavering commitment. Organisations that have embarked on the business excellence journey have recorded stellar results including, increased customer loyalty, higher profitability, greater market share, and stronger employee engagement.

'The Business of Excellence' is designed to equip participants with a solid understanding of the mechanics, approaches and enablers to embark on this journey successfully.

## LEARNING OUTCOMES

- Develop a sound understanding of Business Excellence.
- Learn about world-class Business Excellence models and frameworks.
- Conduct a stock-take of your organisation using the Business Excellence Framework.
- Identify strategies and initiatives required to make the organisation more resilient and innovative.
- Explore mechanisms to develop stronger buy-in and support among key stakeholders.
- Establish an implementation plan for the successful deployment for the framework.



### PROGRAMME HIGHLIGHTS

- Are we good enough?
- Introduction to Business Excellence
- Learning from the Best-in-Class
- Framework and Category Requirements
- The BE Stocktake
- Key Success Factors for Implementation
- Putting It Together



### METHODOLOGY

- Group Discussions & Reflection
- Interactive Learning
- Hands-on Application



### TARGET AUDIENCE

- Senior Management
- Middle Management
- Individuals involved in Strategic Planning



### DURATION

2 Days

LEADERSHIP

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