Organizational Excellence Framework
Excellence Frameworks

• Initial excellence frameworks were developed in Australia, United States, Europe, and Canada
• Today, 86 countries have a national quality or organizational excellence award
• Over 20 years of research validates the positive relationship between excellence frameworks and organizational performance
Organizational Excellence Framework

“The rung of the ladder was never meant to rest upon, but only to hold a man’s foot long enough to enable him to put the other somewhat higher” – Thomas Huxley
Content

• ‘Consolidates’ the initial excellence frameworks
• ‘Defines’ the principles, practices, and measures common to high performing organizations
• Provides ‘implementation guidelines and additional resources’ for the practitioner
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
Framework Template

- Statement
- Definition
- Implementation
- Type of Organization:
  - Micro
  - Small
  - Medium
  - Large
- Related Practices
- Additional Notes
- Tags
Offering

- Publication
- Assessment & Improvement Plan Methodology
- Workshops:
  - OEF
  - Key Management Areas
- ROES (train-the-trainer) program
- Consulting services
- Invitation to join the consortium
Preliminary Results

Team Members, Workshop Participants, New Regional Partner
Feedback from Team Members

- Fills a gap in existing frameworks
- Easy to use and accessible guide
- Enhance work in area of specialty
- Use to improve organizational performance
- State-of-the-art publication
- Helpful in measuring and benchmarking performance
Workshop Participants

• Attended by well educated professionals
• Overall average satisfaction rating of 93%
• 12 professionals have become Registered Organizational Excellence Specialists in Canada and over 20 professionals in progress internationally
"The PMO is an organizational unit created to improve quality, reduce time and improve cost efficiency through achieving organizational objectives, improving performance, mitigating risks and managing cost. Driving the PMO is the need for organizational excellence using value added techniques and advanced management processes and procedures. Using the OEF one can ensure all the required elements for creating a PMO are covered“

- Richard Knutton P. Eng., AVS
“I'm now using the Organizational Excellence Framework in my consulting practice with clients seeking improved performance as they move to world-class operations. The OEF workshop provided me with the necessary materials and understanding to deliver these services. Dawn Ringrose provided an excellent workshop and I met a great group of like-minded individuals. This workshop was definitely a good investment of time and money."

- Jeff Pallister, CMC.
Caribbean Centre for Organizational Excellence

- Representing the entire Caribbean region
- Using the Organizational Excellence Framework as a foundation for initiatives
- Focusing on three initiatives: developing ROESs, conducting research, adjudicating an awards program
THANK YOU!

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