

Date : 22nd - 24th June, 2014

EXCELLENCE



"EXCELLENCE IS NEVER AN ACCIDENT,
IT IS THE RESULT OF INTELLIGENT WORK"

Business Excellence Workshop

THE THREE BUSINESS EXCELLENCE TOOLS



Venue : Mövenpick Hotel – Kingdom of Bahrain

WHAT IS BUSINESS EXCELLENCE ?

In today's economic, political and social environment, business excellence represents a rebirth in organizational management with a prime emphasis on quality. All renowned Excellence Models worldwide, pioneered by the American Malcolm Baldrige National Quality Award or the European EFQM Excellence Model, and subsequently expanding into various national and regional excellence model, deploy the Excellence Trilogy shown:



ABOUT THE WORKSHOP

This three-day workshop, blended with presentations, group-based case studies, and brainstorming sessions, will provide participants with detailed understanding of the philosophies, strategies, processes and techniques that enable change and the management of excellence in a business. Moreover, participants will acquire the knowledge and skills to apply the Excellence Trilogy towards developing an effective roadmap leading to an excellence performance action plan within your organizations.

WHY TO ATTEND ?

All organizations, in face of the contemporary stormy forces of continuous change, are in relentless search for means to maintain and sustain a leading position along the performance dimension.

Business Excellence constitutes a holistic approach and framework to management based on a journey of never-ending improvement towards achieving KPIs targeted at world-class level performance. Achieving, and maintaining sustainability of, Business Excellence is the ultimate objective of all organization, whether public or private, producing goods or delivering service; and whether of small, medium or large.

LEARNING OBJECTIVES

- Exhibit a comprehensive awareness of the contemporary models and approaches to Business Excellence.
- Conduct a diagnostic analysis of Business Excellence maturity-level in their organizations.
- Grasp the essence of the Excellence Trilogy and apply the associated methodologies, tools and techniques.
- Design and manage the plan for the various phases of the Excellence Journey within their organizations.
- Timely monitor, and interfere as appropriate, with the sequential progress towards set targets and KPIs.
- Possess the competencies and skills required to lead the required cultural transformation.

WHO SHOULD ATTEND

- Senior and middle managers who are involved in making and implementing strategic decisions.
- Individuals assigned or participating in Business Excellence and/or continuous quality/performance improvement initiatives.
- Individuals interested in pursuing their career in Business Excellence and / or Quality-related disciplines enhancing their capacity towards building the appropriate Body of Knowledge for professional certification.
- Directors and Heads of Business Excellence or Quality Departments.



QUALITY
means doing it right
when no one is looking.

~ Henry Ford

DAY 1 (SUNDAY 22nd JUNE 2014)

Time	Session/Topic
08:00 – 08:30	Registration and networking
08:30 – 10:00	Introduction and Overview of Business Excellence <ul style="list-style-type: none">• From inspection to Business Excellence – Historical Developments.• Business Excellence essence: all business areas; results oriented.• The Business Excellence Process.• Assessment Criteria and approach.• Business Excellence scoring mechanism.
10:00 – 10:30	Tea/Coffee Break
10:30 – 12:00	Overview of the Excellence Trilogy <ul style="list-style-type: none">• The building blocks and hierarchy of Business Excellence.• The Quality Control dimension towards ascertaining target accomplishment.• The Quality Assurance dimension towards ensuring goals' achievement.• The Quality Management dimension towards integrating the soft and hard Business Excellence elements.
12:00 - 12:30	Prayer Time + Tea/Coffee Break
12:30 – 13:30	• Excellence maturity assessment (group-based case study)
13:30 – 14:30	Quality Control for Business Excellence (tools and techniques) <ul style="list-style-type: none">• The identification of appropriate Key Performance Indicators (KPIs) and Metrics for Business Excellence level performance.• Identification of business processes and their interactions towards meeting planned KPIs.• The application of statistical techniques to control business processes towards goals' attainment including Run Charts, Control Charts, Histograms, Pareto Analysis, and Scatter Diagrams.• The application of sampling techniques for validating planned KPIs' ongoing accomplishment.
14:30	Lunch and End of Day 1

DAY 2 (MONDAY 23rd JUNE 2014)

Time	Session/Topic
08:00 – 08:15	Review of Day 1 + Overview of Day 2
08:15 – 09:15	Application of the 1st Excellence Trilogy element (group-based case study + discussion)
09:15 – 10:30	Quality Assurance for Business Excellence (Approaches and Methods) <ul style="list-style-type: none">• The methodical approach towards establishing a Quality Assurance System.• The typology of Quality Assurance system procedures• The design of a Quality Assurance Manual and cross-referencing business processes to key Quality Assurance requirements.• Ascertaining the capability of the operating Quality Assurance mechanism through audits and reviews.
10:30 – 11:00	Tea/Coffee Break
11:00 – 12:00	• Application of the 2nd Excellence Trilogy element (brainstorming session + teams' discussion)
12:00 – 12:30	Prayer Time + Tea/Coffee Break
12:30 – 13:30	Quality Management approaches and frameworks <ul style="list-style-type: none">• The management commitment/leadership approaches towards achieving and sustaining Business Excellence.• Fact-based Decisions and Process mapping and analysis for world-class performance.• The 12-Step Methodology towards ongoing continuous improvement.• The Human Resources and Cultural Dimension in the transformation towards Business Excellence.
13:30 – 14:30	Quality Management tools and techniques <ul style="list-style-type: none">• Deming's Theory of Profound Knowledge and its application Business Excellence.• The soft elements of Quality Management.• The hard elements of Quality Management.• The bundle of Quality Management tools and techniques for achieving and sustaining Business Excellence and their applications.
14:30	Lunch and End of Day 2

DAY 3 (TUESDAY 24th JUNE 2014)

Time	Session/Topic
08:00 – 08:15	Review of Day 2 + Overview of Day 3
08:15 – 09:15	<ul style="list-style-type: none"> • Application of the 3rd Excellence Trilogy element (group-based case study + discussion)
09:15 – 10:30	<ul style="list-style-type: none"> • Environmental, SWOT and Capability Analysis • Creating the environmentally-aware organization. • Identifying and probing the organizational external environment. • Organizational environmental forecasting. • Detection of opportunities versus threats and strengths versus weaknesses. • Conducting the SWOT Analysis. • Developing strategies based on environmental analysis, SWOT analysis and Capability analysis.
10:30 – 11:00	Tea/Coffee Break
11:00 – 12:00	<ul style="list-style-type: none"> • Business Excellence roadmap action plan development (group-based case study + discussion)
12:00 – 12:30	Prayer Time + Tea/Coffee Break
12:30 - 13:30	<ul style="list-style-type: none"> • The BSC for validating the Business Excellence plan implementation outcome • The Balanced Scorecard Framework. • Using the Balanced Scorecard to align and focus organizational resources on the accomplishment of strategic objectives and planned Business Excellence KPIs. • The Seven Ingredients of Highly Successful Balanced Scorecard Programs. • Adopting the Balanced Scorecard management system.
13:30 – 14:30	<ul style="list-style-type: none"> • Concluding remarks + open discussion
14:30	Lunch – Workshop Conclusion / End of the Programme

The best way to predict
the future is **to create it.**

~ Peter Drucker



SPEAKER PORFILE



Prof. Sherif Abdel Moety El-Araby

*Director of Quality Assurance
Origin Group Arab Republic of Egypt*

More than 30 years experience in all aspects of the Quality-related sciences on a world-wide basis. He has written over 40 papers and attended over 25 conferences covering different aspects of total quality management. He is a Fellow of several professional associations. He lectures internationally in different conferences and seminars world-wide and has acted as an adviser to many large organisations and various government bodies in different countries including the Middle East and Africa. Recognized as one of the main pioneers in the fields of Quality Assurance, Total Quality Management and best practice management in the Middle East and Africa. Has been chosen by The Egyptian Ministry of Industry and Foreign Trade as the First Acting President for the National Quality Institute- a project for the enhancement of quality concepts in Egypt which was launched in the year 2005.

A magnifying glass with a black handle and frame. The lens is focused on the word "QUALITY" in a bold, black, serif font. The background behind the lens is a bright, glowing light with radiating lines, creating a sense of focus and importance.

QUALITY

is never an accident ; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

~William A. Foster

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For Registration

Fees in BD.

BD. **540** per delegate

Special corporate rate available
(Every 3 + 1 Free OR 20% For more than Two)

Fees Inclusive of:

- Free pass to all sessions.
- Participants folder with workshop materials.
- Tea/Coffee Breaks & Lunch available.
- A Certificate

Cancellation/Substitutions No cancellation will be permitted once a registration form is received. However, substitution is allowed.



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