

Accelerate from 400 Points to 700 Points on the Business Excellence scale

Workshop Objectives

- New Insights to the Business Excellence Assessment System on the 7-Criteria
- Benchmark how other winning companies establish the foundation to accelerate to 700 points
- Develop a common chronological presentation format for all employees to recite the Business Excellence Framework in three minutes
- The use of 'Approach-Deployment-Results' method towards evaluation of their core-processes and improvement strategies
- Use the best practices established by the winning companies to accelerate the innovation initiatives within the company

Who Should Attend

All personnel involved in the Business Excellence, SQC and SQA journey.

Programme Outline

◆ **Quick Overview of Business Excellence Framework**

- ◇ The Robustness of the Business Excellence Framework for all industries
- ◇ The current wave of Business Excellence Awards in various countries
- ◇ Who are the Business Excellence Award winners?

◆ **Business Excellence 7-Criteria Sequential Implementation Algorithm (Section 1)**

- ◇ How to incorporate the Business Excellence Core Values within the systems and processes
- ◇ Business Excellence 7-Criteria made simple for all to understand and apply
- ◇ How to lay the 700 points foundation for accelerated deployment of Approaches
- ◇ Best Practices on Desired Working Culture and Internal-Service Quality Standard & Behaviour
- ◇ Make The Business Excellence Culture Obvious to Internal and External Parties
- ◇ Proficiency in Reciting the Business Excellence Framework in 3-Minutes

◆ **Business Excellence 7-Criteria Sequential Implementation Algorithm (Section 2)**

- ◇ Know the Big Picture
- ◇ Know your role in the Big Picture
- ◇ Know how you can add value to the Big Picture: work on the systems and processes
- ◇ Know how you can grow with the Big Picture: measure your progress
- ◇ Build conscious Business Excellence Framework's vocabulary at all levels
- ◇ Benefits of reaching 700 points for management and staff

Special feature: Short Video Clip – How to Know what customers care most

◆ **Benchmark Core & Support Processes (Case Studies)**

- ◇ Case Studies: Strategic Planning Process Models
- ◇ The various Benchmarking Process methods
- ◇ Common Processes among the Business Excellence Winners

Special feature: Short Video Clip – How to Identify Core Processes

◆ **Best Practices - Learning and Innovation**

- ◇ Illustration on the technique of Goal-Approach-Deployment-Results-Evaluation-Improvement-Innovation
- ◇ **The Holistic Loop:** Goal – Approach – Deployment – Results – Evaluation – Improvement (Innovation)
- ◇ Continuous Improvement Process
- ◇ Define-Measure-Analyze-Improve-Control (DMAIC)
- ◇ The Relevancy Question: Enhancing Value Creation Processes and Obsolete Outdated Processes
- ◇ Evaluation Process for Relevancy and Value Creation
- ◇ **The Double Plus Technique:** Benchmarking, Significant Learning and Innovative Solutions
- ◇ Excellence Models for Continuous Improvement used by Business Excellence organizations
- ◇ The Ultimate: Be the Benchmark

◆ **Business Excellence Indicators**

- ◇ Key Performance Indicators and Comparison of Results Presentation by Award Winning Companies

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◆ Business Excellence Scoring System

- ◆ Business Excellence Scoring in a nutshell
- ◆ What the Assessors look for and how they assess
- ◆ Fundamentals on the Causes & Effects and the Direct Linkages
- ◆ Build conscious vocabulary on Approach, Deployment, Results; the sequence and linkages

Enterprise Promotion Centres Pte Ltd (EPC) is the leading business services provider of networking, management learning events, workshops & courses, consultancy and industry development services and events. EPC is an approved training provider of the Standards Productivity and Innovation Board (**SPRING Singapore**) to conduct the Business Excellence series and has trained and consulted more than 1000 participants and 200 organisations in the area.

ABOUT THE TRAINER—MICHAEL PANG

Michael Pang has more than 15 years of experience in the area of Business Excellence Models and Frameworks. He has been SQA Assessor for a number of years and has been Certified Manager of Organizational Excellence by the American Society of Quality since 1997. He was an invited speaker to the 'National Conference on Malcolm Baldrige criteria in Higher Education' at Auburn University (USA).

He led an **In-Search-of-Best-Practices** mission trip (34 days) to America's Malcolm Baldrige National Quality Award winning companies (3M, Honeywell, Texas Instruments, AT&T, Ritz-Carlton Hotel, GTE Directories and Marlow). Castrol Singapore chosen him to design and deliver a 5-day in-depth Business Excellence Model workshop for their senior management. He was engaged twice to conduct the same workshop for Castrol Singapore's entire middle management.

Other organisations he has trained/consulted for included: Ministry of Foreign Affairs, Ministry of Health, Ministry of Home Affairs, Ministry of Law, Republic Polytechnic, Singapore Polytechnic, Crescent Girl's School, Singapore General Hospital, Singapore Prison Service, Singapore Tourism Board, Singapore Broadcasting Authority, Public Service Commission, Central Narcotics Bureau, National Parks Board, Tan Tock Seng Hospital, CityCab Pte Ltd, Seiko Instruments Pte Ltd, Maritime and Port Authority of Singapore, SCS Networks Pte Ltd, Seagate Technology International, and Schneider Electric Industrial Development (S) Pte Ltd.

Michael's training methodology enables participants to reduce cycle time from wholesome understanding of SQA to systematic implementation of the required building blocks for acceleration to 700 points and beyond.

Course Fee : \$907.36(inclusive 7% GST)

Time : 9am—5pm

Date : 15 & 16 January 2009

For enquiries or registration, contact
the Centre for learning of EPC

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YES! Please register me/us:

	Name of Delegate	Designation	Email
1.	Mr/Mrs/Ms/Mdm/Dr _____	_____	_____
2.	Mr/Mrs/Ms/Mdm/Dr _____	_____	_____
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Please make your cheques payable to Enterprise Promotion Centres Pte Ltd and mail it to Blk 1003 Bukit Merah Central #02-10 Singapore 159836. Upon receipt of registration, any request for cancellation or transfer must be notified in writing and will be subjected to a 10% administrative charge. If notified less than 5 working days before the even date, or delegate fails to attend, the delegate will be invoiced the full fee. Please also note that payment must be made before commencement of the seminar. Substitutes are welcome. EPC reserves the right to amend, postpone or cancel the programme and/or event due to unforeseen circumstances.

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