CERTIFICATE IN BUSINESS EXCELLENCE

AGENDA DAY ONE



8:30am

Arrival and set up for 9:00am start



10:30am – 10:45amMorning Tea



12:30pm – 1:30pm Lunch



3:00pm – 3:30pm Afternoon Tea

9:00am - 10:30am

Excellence the Big Picture

- Defining Excellence
- Excellence Maturity
- The history of Business Excellence
- Why Excellence?
- Excellence Models around the world

10:45am to 12:30pm

The Principles of Business Excellence

- Introducing the ABEF
- The Principles and their role
- The Principles
- International Perspective

1:30pm - 3:00pm

The Principles of Business Excellence ctd

The Principles ctd.

3:30pm - 5:00pm

The Principles of Business Excellence ctd.

- International Perspectives
- Putting the Principles into practical use



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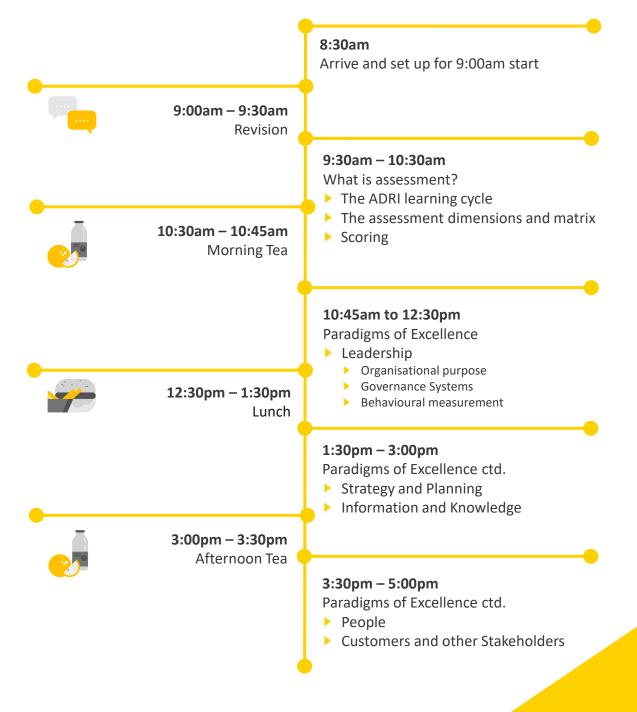


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CERTIFICATE IN BUSINESS EXCELLENCE

AGENDA DAY TWO







CERTIFICATE IN BUSINESS EXCELLENCE

AGENDA DAY THREE



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8:30am Arrive and set up for 9:00am start 9:00am - 9:30am Revision 9:30am - 10:30am Paradigms of Excellence ctd. Process management, improvement and innovation 10:30am - 10:45am Results and sustainable performance Morning Tea 10:45am to 12:30pm The Assessment Process Setting up a self-assessment Conducting a self-assessment Prioritisation Reporting 12:30pm - 1:30pm The use of technology Lunch 1:30pm - 3:00pm Excellence in Practice Case Studies in Excellence Business planning and Excellence Setting measure for success The Categories as levers 3:00pm - 3:30pm Perceptions of value Afternoon Tea Results and Organisational KPIs 3:30pm - 5:00pm Summary of Learnings Next Steps in Certification THRIVE35.COM.AU

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