

# CERTIFICATE IN BUSINESS EXCELLENCE

## AGENDA DAY ONE



**THRIVE35**  
PERFORM GROW SUSTAIN

**8:30am**

Arrival and set up for 9:00am start

**9:00am – 10:30am**

Excellence the Big Picture

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

**10:30am – 10:45am**

Morning Tea



**10:45am to 12:30pm**

The Principles of Business Excellence

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

**12:30pm – 1:30pm**

Lunch



**1:30pm – 3:00pm**

The Principles of Business Excellence ctd

- ▶ The Principles ctd.

**3:00pm – 3:30pm**

Afternoon Tea



**3:30pm – 5:00pm**

The Principles of Business Excellence ctd.

- ▶ International Perspectives
- ▶ Putting the Principles into practical use



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**8:30am**

Arrive and set up for 9:00am start

**9:00am – 9:30am**

Revision

**9:30am – 10:30am**

What is assessment?

- ▶ The ADRI learning cycle
- ▶ The assessment dimensions and matrix
- ▶ Scoring

**10:30am – 10:45am**

Morning Tea

**10:45am to 12:30pm**

Paradigms of Excellence

- ▶ Leadership
  - ▶ Organisational purpose
  - ▶ Governance Systems
  - ▶ Behavioural measurement

**12:30pm – 1:30pm**

Lunch

**1:30pm – 3:00pm**

Paradigms of Excellence ctd.

- ▶ Strategy and Planning
- ▶ Information and Knowledge

**3:00pm – 3:30pm**

Afternoon Tea

**3:30pm – 5:00pm**

Paradigms of Excellence ctd.

- ▶ People
- ▶ Customers and other Stakeholders



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