## CERTIFICATE IN BUSINESS EXCELLENCE VIRTUAL AGENDA



	<b>8:45am</b> Log in for 9:00am start	<b>DAY ONE</b> 9:00am – 10:30am Excellence the Big Picture Defining Excellence Excellence Maturity The history of Business Excellence
<b>e</b>	<b>10:30am – 10:45am</b> Morning Tea	<ul> <li>Why Excellence?</li> <li>Excellence Models around the world</li> <li>Examples of success and failures</li> </ul>
	(	<ul> <li>10:45am to 12:30pm</li> <li>The Principles of Business Excellence</li> <li>Introducing the ABEF</li> <li>The Principles and their role</li> <li>The Principles</li> <li>International Perspective</li> </ul>
•	DAY TWO	8:45am Log in for 9:00am start
	<b>9:00am – 9:15am</b> Revision	9:15am – 10:30am
		The Principles of Business Excellence ctd The Principles ctd.
	<b>10:30am – 10:45am</b> Morning Tea	The Principles of Business Excellence ctd
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9:00am – 9:15am	8:45am Log in for 9:00am start
Revision <b>10:30am – 10:45am</b> Morning Tea	<ul> <li>9:15am – 10:30am</li> <li>Paradigms of Excellence ctd.</li> <li>Customers and other Stakeholders</li> <li>Process management, improvement and innovation</li> </ul>
	<ul> <li>10:45am to 12:30pm</li> <li>Paradigms of Excellence ctd.</li> <li>Results and sustainable performance</li> <li>The Self Assessment Process</li> <li>Setting up a self-assessment</li> <li>Conducting a self-assessment</li> <li>Prioritisation</li> <li>Reporting</li> <li>The use of technology</li> </ul>
DAY SIX	8:45am
9:00am – 9:15am Revision	Log in for 9:00am start
<b>10:30am – 10:45am</b> Morning Tea	<ul> <li>9:15am – 10:30am</li> <li>Business planning and Excellence</li> <li>Developing a plan</li> <li>Setting measures for success</li> <li>The categories as levers</li> </ul>
	<ul> <li>10:45am to 12:30pm</li> <li>Embedding Change</li> <li>Models for Change</li> <li>Summary of Learning</li> <li>Next Steps in Certification</li> </ul>
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