

CERTIFICATE IN BUSINESS EXCELLENCE VIRTUAL AGENDA



DAY ONE



8:45am
Log in 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
- ▶ Examples of success and failures



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

DAY TWO



9:00am – 9:15am
Revision

8:45am

Log in for 9:00am start



9:15am – 10:30am

The Principles of Business Excellence ctd.

- ▶ The Principles ctd.



10:30am – 10:45am
Morning Tea

10:45am to 12:30pm

The Principles of Business Excellence ctd.

- ▶ The Principles ctd.
- ▶ International Perspectives
- ▶ Putting the Principles into practical use



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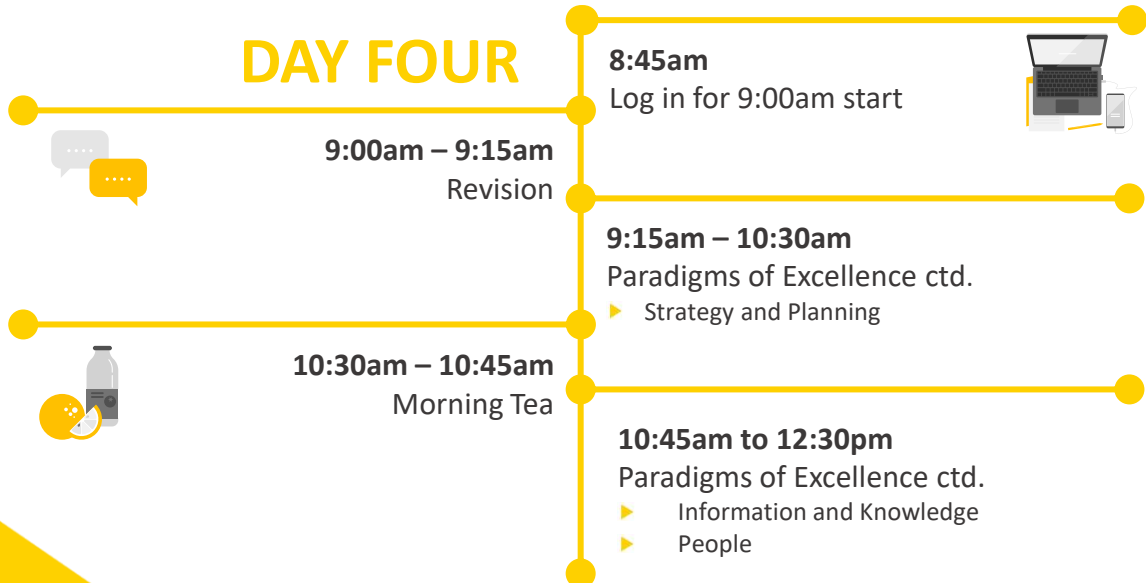
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DAY THREE



DAY FOUR



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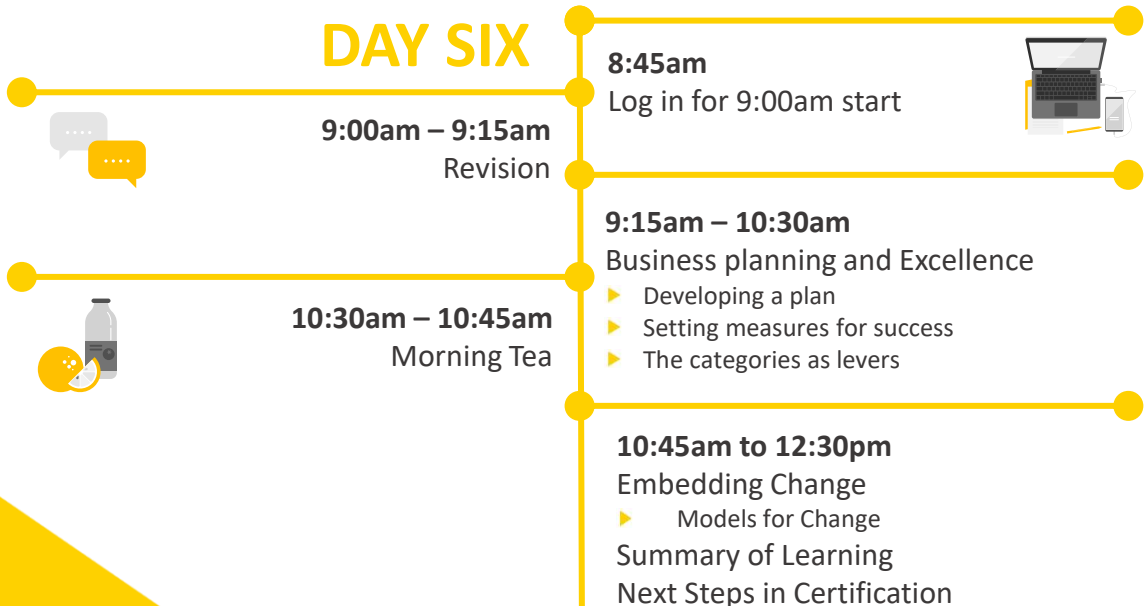
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DAY FIVE



DAY SIX



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