

# BUSINESS EXCELLENCE MASTERCLASS



**THRIVE35**  
PERFORM GROW SUSTAIN

## OVERVIEW

The Business Excellence Masterclass is an intensive three-day program, designed specifically for leaders who want to develop an excellence plan that will deliver long-term success. The Masterclass caters to the growing demand for cost-effective, practical Business Excellence solutions. As you partner with other organisations, you will be provided with the opportunity to build a strong support network with organisations that are committed to success.

## THE MASTERCLASS METHODOLOGY

The Business Excellence Masterclass is based on the Australian Business Excellence Framework (ABEF). During the three days of the Masterclass, you will learn how to use the guidance of the ABEF to develop a plan that will improve your organisation's performance regardless of its current maturity.

The ABEF equips organisations to:

- ▶ Achieve stronger financial performance
- ▶ Raise productivity and reduce operating costs
- ▶ Create visionary and inspirational leadership
- ▶ Drive innovation in products and services
- ▶ Improve customer service and perception of value
- ▶ Increase market penetration and revenue
- ▶ Create effective business planning processes
- ▶ Engage teams in the process of improvement and increase staff satisfaction
- ▶ Improve their decision-making capabilities
- ▶ Increase their capacity to manage change



[THRIVE35.COM.AU](https://THRIVE35.COM.AU)



[ENQUIRY@THRIVE35.COM.AU](mailto:ENQUIRY@THRIVE35.COM.AU)



+61 2 80466864

# BUSINESS EXCELLENCE MASTERCLASS



## BENEFITS

Working in a fast-paced environment under the guidance of sector-relevant experts, the Masterclass will enable you to:

- ▶ Document your organisation's operating model and key processes
- ▶ Assess your organisation's current state to determine the key opportunities
- ▶ Prioritise the activities that will deliver the greatest ROI
- ▶ Develop a plan for the coming year
- ▶ Get your plan reviewed and validated by a panel of sector-relevant experts
- ▶ Build a network of people from other organisations
- ▶ Accelerate your success

## THE STRUCTURE OF THE WORKSHOP

By participating in the Masterclass, you will partner with other participants and work under the guidance of experienced facilitators to develop a considered plan for success that is enabled by the Australian Business Excellence Framework. The last half-day of the Masterclass will be dedicated to a Launchpad session where each participant or team will pitch their plan to a panel of sector-relevant experts and receive their invaluable insights.

### DAY ONE

#### Operating Model

- ▶ Customers
- ▶ Measures
- ▶ Goals
- ▶ Team
- ▶ Suppliers

#### Key Processes

- ▶ Core
- ▶ Support

#### Sub-Systems

### DAY TWO

#### Excellence Assessment

- ▶ Leadership
- ▶ Customers
- ▶ Planning
- ▶ People
- ▶ Processes
- ▶ Knowledge
- ▶ Results

#### Prioritisation

### DAY THREE

#### Plan Development

- ▶ Attributes
- ▶ SMART Goals
- ▶ Levers
- ▶ Milestones

#### Pitch Preparation

#### Launchpad

- ▶ Pitch
- ▶ Feedback



THRIVE35.COM.AU



ENQUIRY@THRIVE35.COM.AU



+61 2 80466864