

CERTIFICATE IN BUSINESS EXCELLENCE



THRIVE35
PERFORM GROW SUSTAIN

OVERVIEW

The Certificate in Business Excellence course allows participants to understand the fundamental concepts that anchor Excellence Models. Working in a collaborative learning environment, participants will explore the Principles of Business Excellence, Systems Thinking, Organisational Learning, Continuous Improvement, Risk Management and Innovation.

This course is designed for key knowledge leaders within an organisation that is aspiring to high performance and is seeking to use the guidance of Excellence Models and aligned best-practice methodologies.

Participants will understand the “why” behind the “what and how” of Business Excellence and be equipped with the knowledge required to guide decision-making in their organisations. This course will explore the foundational teachings of Deming, Shewhart, Senge and other leading thinkers who have influenced the course of modern Excellence Models. Aligned methodologies such as Lean Six Sigma, Balanced Scorecard and Behavioural Diagnostics will also be considered, and their relevance contextualised within Excellence Models.



Upon completion of the course and assessment tasks, all participants will be issued the Thrive35 Certificate of Business Excellence digital credential as a testament to their learning and commitment.



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BENEFITS

By the end of this course participants should be able to:

- ▶ Use the Principles of Business Excellence to guide decision-making
- ▶ Explain the foundational concepts of quality management and continuous improvement
- ▶ Remove barriers that inhibit a learning organisation
- ▶ Align diverse organisational improvement efforts to deliver core objectives
- ▶ Determine capability gaps that delay performance

THE STRUCTURE OF THE WORKSHOP

DAY ONE

- ▶ Quality Management as an approach for cost saving
- ▶ The Laws of Systems Thinking and Organisational Alignment
- ▶ Organisational learning
- ▶ Performance Scorecards

DAY TWO

- ▶ The Principles of Business Excellence
- ▶ The Categories and Items of the Australian Business Excellence Framework
- ▶ The ADRI Dimensions of organisational learning
- ▶ Excellence Maturity

DAY THREE

- ▶ The Shewhart Cycle
- ▶ The role of process improvement
- ▶ Fundamentals of Innovation
- ▶ Risk Management
- ▶ Change Leadership
- ▶ Team Performance



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