

# EXCELLENCE ASSESSMENT



## OVERVIEW

An Excellence Assessment is a rigorous review of an organisation's leadership and management practices against a model of Excellence, the Australian Business Excellence Framework (ABEF). The Excellence Assessment is used to determine the current state of Excellence Maturity of an organisation, identify gaps and assist in developing effective plans. All Excellence Assessments are customised to your unique circumstances.

The ABEF provides a model for innovation, improvement, and sustainable success. It is designed to help organisations measure current performance and build a pathway for future success. The ABEF defines 7 Performance Categories that are interrelated. Organisations cannot achieve sustained success without sound systems and processes in place for all 7 categories.

The 7 categories are:



An organisation's performance against each Item of the ABEF will be measured during the Excellence Assessment using 4 learning dimensions known as ADRI.

- ▶ Approach – the intent and desired outcomes
- ▶ Deployment – how the plan is put into practice
- ▶ Results – the outcomes achieved
- ▶ Improvement – the process used by the organisation to continuously improve its results

An Excellence Assessment:

- Helps maximise surplus, profit, growth, sales, resources, customer and staff satisfaction by embracing quality excellence principles aimed at guiding behaviour.
- Develops a benchmark maturity rating for the organisation that will allow it to compare its performance over time
- Assist in developing aligned improvement programs that are rigorous and concise.

# EXCELLENCE ASSESSMENT



## METHODOLOGY

### Self Assessment Survey

- Survey of all staff
- Gathers quantitative and qualitative data

### Focus Groups

- Held with Executive and/or Leadership Team and selected staff across organisation
- Determines organisation's perception of key strengths and opportunities for improvement

### Document Review

- Review key plans, policies, processes and procedures, and any other management system documents

### Analysis and Reporting

- Survey and workshop data reviewed to develop draft report

### Excellence Assessment Feedback

- Face to face workshop with Executive / Leadership Team
- Includes key strengths and opportunities, Excellence Maturity score and key recommendations of Thrive35 to address gaps

### Action Planning

- Guided session to develop agreed actions, ownership and sequencing for prioritised actions/initiatives/projects

### Documentation of Outcomes

- Feedback report from gap assessment
- Action plan

# EXCELLENCE ASSESSMENT

## BENEFITS

It enables an organisation to clearly:



1

Assess the performance of their leadership and management systems

2

Provide results for strategic planning processes

3

Benchmark where their organisation stands in terms of comparable organisations

4

Focus business improvement to achieve measurable and sustainable results

## WHY THRIVE35

Thrive35 was founded to develop client capability for sustainable success. In an ever-changing market, developing the capability of its processes and people is key to sustainable performance. We focus on developing your capability and provide services with this goal at the forefront.

- ▶ We have direct executive experience in conducting Excellence evaluations and maturity assessments.
- ▶ Our team includes some of the most respected leaders in Business Excellence both in Australia and globally.
- ▶ We use the latest tools and methodologies to deliver the best outcome for your organisation.