

# UNDERSTANDING BUSINESS EXCELLENCE



**THRIVE35**  
PERFORM GROW SUSTAIN

## OVERVIEW

Business Excellence refers to the ability of an organisation to sustain superior performance into the future through the continuous improvement of outcomes delivered to its stakeholders. Organisations that aspire to Excellence use the guidance of Excellence Models at all levels of decision making.

The course is designed for individuals and organisations that are seeking to understand how best an Excellence Model can be beneficial. This introductory course provides participants with a clear understanding of how Excellence Models are best leveraged to drive continuous improvement and deliver business sustainability.

During this course, participants will learn about the history of Business Excellence, the global context, the fundamentals of the Australian Business Excellence Framework (ABEF), the key steps in an Excellence journey and about key benefits realised by organisations that have adopted the guidance of the ABEF.



All participants will receive the Thrive35 Fundamentals of Business Excellence Certificate digital credential at the end of the course.



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## BENEFITS

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

- ▶ Explain the fundamental concepts of the ABEF
- ▶ Understand the value of Excellence Models
- ▶ Articulate the key inhibitors to the success of an Excellence journey
- ▶ Explain how an Excellence Model relates to other best practice methodologies
- ▶ Determine whether the ABEF would be beneficial to their own organisation

## THE STRUCTURE OF THE WORKSHOP

### DAY ONE

- ▶ History of Business Excellence
- ▶ Excellence Models around the world and national Excellence programs
- ▶ Examples of Excellence journeys
- ▶ The Principles of Business Excellence
- ▶ The Excellence Model and Maturity
- ▶ Realising Excellence and the key steps in the Excellence journey
- ▶ Integrating the ABEF with supporting best practice methodologies
- ▶ Governing Excellence
- ▶ Change Leadership
- ▶ Getting started



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