

UNDERSTANDING BUSINESS EXCELLENCE

AGENDA



THRIVE35
PERFORM GROW SUSTAIN

8:30am

Arrival and set up for 9:00am start

9:00am – 10:30am

Overview

- ▶ Defining Excellence
- ▶ The history of Business Excellence
- ▶ Excellence Models around the world
- ▶ The Benefits of Excellence
- ▶ Examples of success and failures
- ▶ Common Roadblocks and risks

10:30am – 10:45am

Morning Tea



10:45am to 12:30pm

The Australian Business Excellence Framework

- ▶ The Principles and their role
- ▶ The Excellence Model

12:30pm – 1:30pm

Lunch



1:30pm – 3:00pm

Making Excellence a Reality

- ▶ Prioritising for Success
- ▶ Planning and alignment
- ▶ The Balanced Scorecard
- ▶ Business Model Innovation and Systems Thinking
- ▶ Continuous Improvement
- ▶ Governing Improvement

3:00pm – 3:15pm

Afternoon Tea



3:15pm – 5:00pm

Change

- ▶ Enabling Change and Behaviours
- ▶ The Change seeking Organisation
- ▶ Individual Performance and the Principles

Starting your Excellence Journey

- ▶ Excellence as Usual



THRIVE35
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FUNDAMENTALS OF
BUSINESS EXCELLENCE
CERTIFICATE



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