

# LIVING BUSINESS EXCELLENCE



## OVERVIEW

The introductory workshop is for individuals in an organisation that has made a commitment to business excellence and the Australian Business Excellence Framework (ABEF).

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 the ABEF at all levels of decision making.

During this course, participants will learn about the key concepts of business excellence, and how it can be applied into their day to day. They will also understand how their organisation's commitment to the ABEF will impact (and benefit) them.

By the end of this session, participants will feel empowered to contribute to their organisation's business excellence journey.

## BENEFITS

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

- ▶ Explain the fundamental concepts of the ABEF
- ▶ Understand the Principles of Business Excellence
- ▶ Understand the value and benefits of the ABEF into their own context
- ▶ Understand how the ABEF underpins a cycle of continuous improvement

## THE STRUCTURE OF THE WORKSHOP (2 HOURS)

- ▶ Why Excellence?
- ▶ Principles of Business Excellence and the ABEF
- ▶ The ABEF as an enabler of organisational performance
- ▶ Removing roadblocks and frustration
- ▶ A change seeking mindset

