

# Organisational (Business) Excellence Courses

The courses and services that the Lean Six Sigma Business Excellence Institute provides are designed to develop internal capability to practice the Organisational (Business) Excellence philosophy and achieve measurable improvement through clever solutions. All courses can be adapted to suit different needs of organisations.

## Introduction to Organisational Excellence - 1 Day

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<b>Purpose</b>	Raise Awareness and Understanding
<b>For Whom</b>	Leadership Teams, Targeted Teams
<b>Outline</b>	Introductory workshop to understand the structure and application of the Organisational Excellence Frameworks. The history and key principles behind the approach are reviewed. Major worldwide frameworks are dealt with and compared. A practical brief organisational assessment is carried out to illustrate the use of the framework.

## Organisational Excellence Assessment - 3 Days

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<b>Purpose</b>	To enable assessment to be conducted
<b>For Whom</b>	Teams involved in assessment
<b>Outline</b>	Hands-on workshop will equip participants to understand and practice the assessment method for all categories of the Business Excellence Framework. Different approaches are reviewed including a full field method. The course includes how to complete assessments of Strengths and Opportunities for development and how to score and report what is observed. A case study is used to practice the techniques. There is flexibility in designing this workshop to suit the needs of an organisation. This workshop can be done as part of a real organisational assessment.

## Developing High Performance Organisations- 5 Days

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<b>Purpose</b>	Develop detailed understanding and skills in a range of methods foundational to the Excellence Philosophy
<b>For Whom</b>	Improvement Practitioners
<b>Outline</b>	This course goes through all the categories of the Business Excellence Framework in detail. In each category Practical tools and techniques are dealt with including organisational assessment and measurement of process performance. An excellent text reference is supplied.

## Leading High Performance Teams - 3 Days

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<b>Purpose</b>	Develop High Performance Teamwork
<b>For Whom</b>	Team Leaders
<b>Outline</b>	This 3 day workshop helps develop team leaders' skills to lead their teams become high performing teams. A framework for thinking about Teams is reviewed and an assessment tool used as means of diagnosing areas to improve. A fun series of activities are practiced to observe and learn about team work. Individuals take turns leading teams and receiving feedback. There is a parallel course for team members to attend that complements the Leadership program.

## Understanding Excellence Categories - 1 Day Each

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<b>Outline</b>	There are a series of One day workshops focusing on each area of the Organisational (Business) Excellence Frameworks to further develop skills and tools in the specific management systems represented by the categories and Items in the Excellence Frameworks. For example Customer Satisfaction Measurement and Improvement.
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# Organisational (Business) Excellence Consulting Services

The Institute offers the highest level consultancy services to organisations across the entire Organisational (Business) Excellence Framework. Our approach involves working closely with your teams, bringing our consultants' expertise and experience to bear on issues in any aspect of the Excellence Frameworks. Our commitment is to pass on skills so that high levels of internal capability are developed.

## *Building Leadership for Sustainable Organisational Excellence*

- On site observation, assessment and coaching of Leaders against Key Excellence Leadership practices and Management Systems
- Developing a Leadership Framework

## *Organisational Excellence Assessment, Planning and Implementation*

- Assessing the organisation against all or target elements of the Excellence Frameworks, reporting findings to the Leadership team on Improvement opportunities in light of strategy.

## *Customer Satisfaction and Loyalty Analysis*

- Analysis of Customer Feedback and/or measurement architecture and Improvement Planning.
- Customer Experience Design and Improvement Planning.

## *Enhancing Strategy Development and Planning*

- Assessment and development of Strategy and Planning Processes
- Developing Value Propositions and Value Stream Designs for key markets/ stakeholders.

## *Scorecard and Measurement System Analysis*

- Organisational Scorecard and Measurement System review, analysis and design
- Development of Measures and Measurement Processes & Analysis of Organisation Performance.

## *Collaborative Learning for Excellence*

- Accelerating Organisational Improvement with any aspect of the Excellence Framework through structured action learning and team collaboration.

## *Facilitating Process Management & Improvement*

- Process Analysis and Evaluation of Process Capability and Process Management Maturity to drive Improvement
- Process standardisation and improvement using statistical process control and lean management techniques

## *Employee Perceptions of Value and High Performance Teamwork Analysis*

- Analyses of Employee Feedback for improvement.
- Development of Employee Feedback Mechanisms
- Interlinking Customer Feedback with Employee Feedback and Process Performance to enable improvement
- Analysis of teamwork using observation scale and High performance Teamwork coaching for leaders and teams

# Integrating Organisational Excellence Models and Key Supporting Methodologies and Services

**Customer Experience Design (CED)** helps define customer Experience Life Cycles for Segments and design processes to deliver the experiences

**Value Stream Design** helps model the design of the organisation to FIT the Market

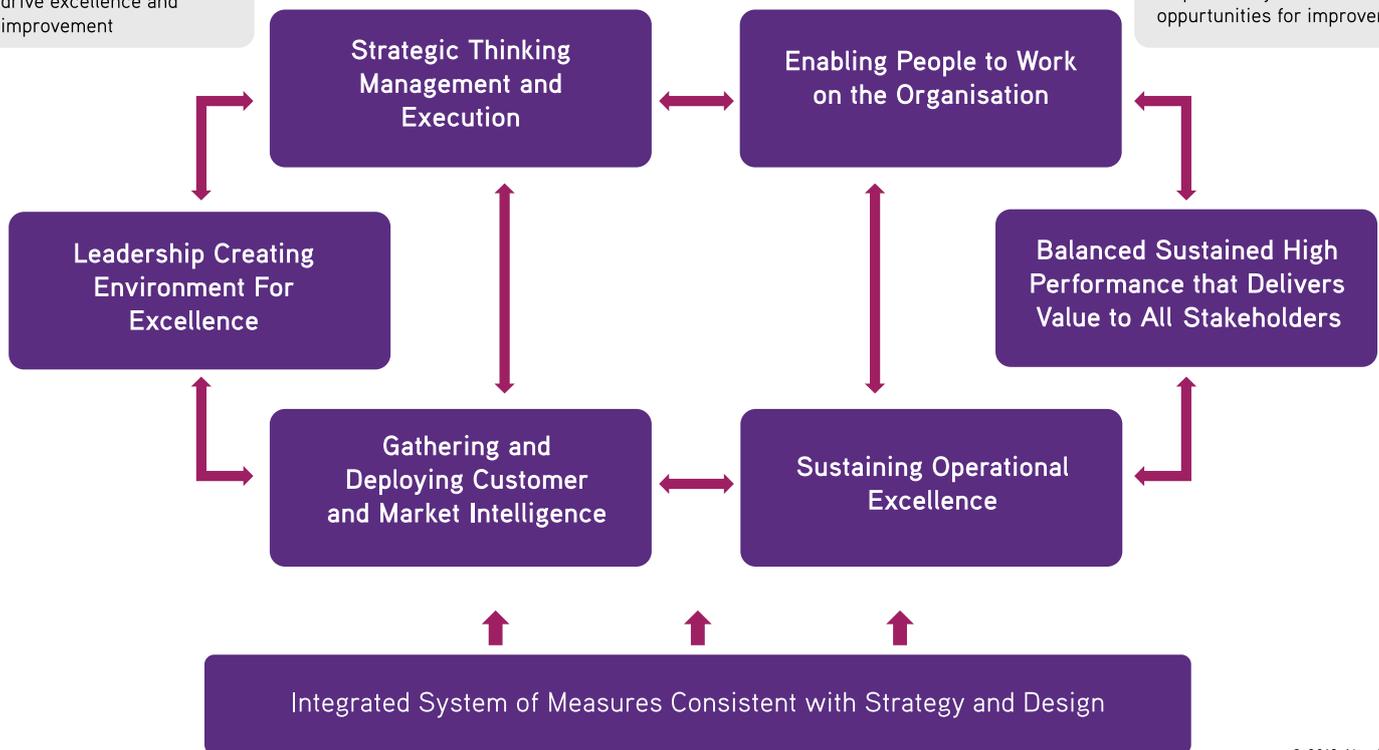
**Interlinking Critical Measures** helps see the relationships between Customer perceptions of Value and Employees Perception which in turn enables decisions about improvement

**Balanced Scorecards** help monitor performance against strategy

**Leadership for Business Improvement model (LBI)** helps establish some of the leadership practices to drive excellence and improvement

**Strategy Maps** help align and integrate strategic goals

**Organisational Excellence Assessments** help evaluate the extent to which the LBI Model and more broadly the organisational Excellence Model is being practiced - helps identify related opportunities for improvement



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**System or Family of Measures, Total Customer Experience (TCE) Research, Balanced Scorecards, Stability and Capability Analyses** etc help establish a system or architecture of measures from which analyses / reports are produced to guide decisions and improvement

**Business Process Management (BPM)** helps develop process architecture, process maps, manage and assess the health of a system of processes to enable decisions about improvement and better control.

**Lean Six Sigma / Organisational Improvement Methods** complements BPM by helping establish widespread capability in the organisation to deliver sustainable change that is a measurable improvement. Employees are engaged in applying world class improvement methodologies to transform the organisation.

For tailoring a program that suits your needs, please:

- Call: 0401 993 081 or 0412 259 060
- E-mail: [info@lssbei.com](mailto:info@lssbei.com)

For additional course information please see our website: [www.lssbei.com](http://www.lssbei.com)