

WORLD QUALITY DAY

Thursday, November 10, 2016 in Tunis at the Hotel El Mouradi Gammarth 5 *

QUALITY MANAGEMENT: GOOD GOVERNANCE TO OPERATIONAL EXCELLENCE.

Process, Operational & Business Excellence

Name of lecturer: Samuel Beshay

Today's function:

Body: Business Box, EFQM Distributor



Process
Operational
Business

Excellence

Samuel Beshay
November 2016, Tunisia

Excellence

Process
Excellence

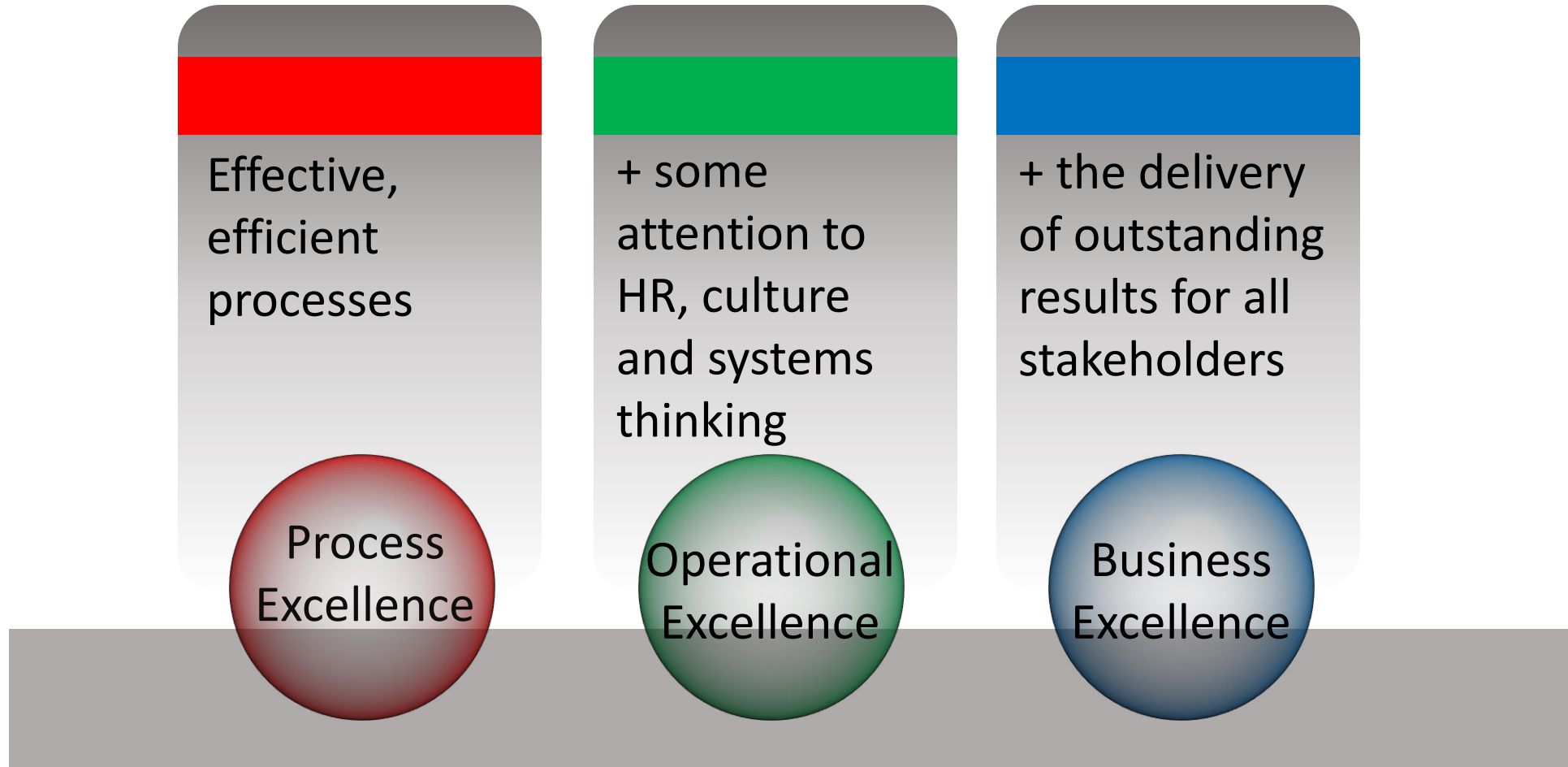
Operational
Excellence

Business
Excellence

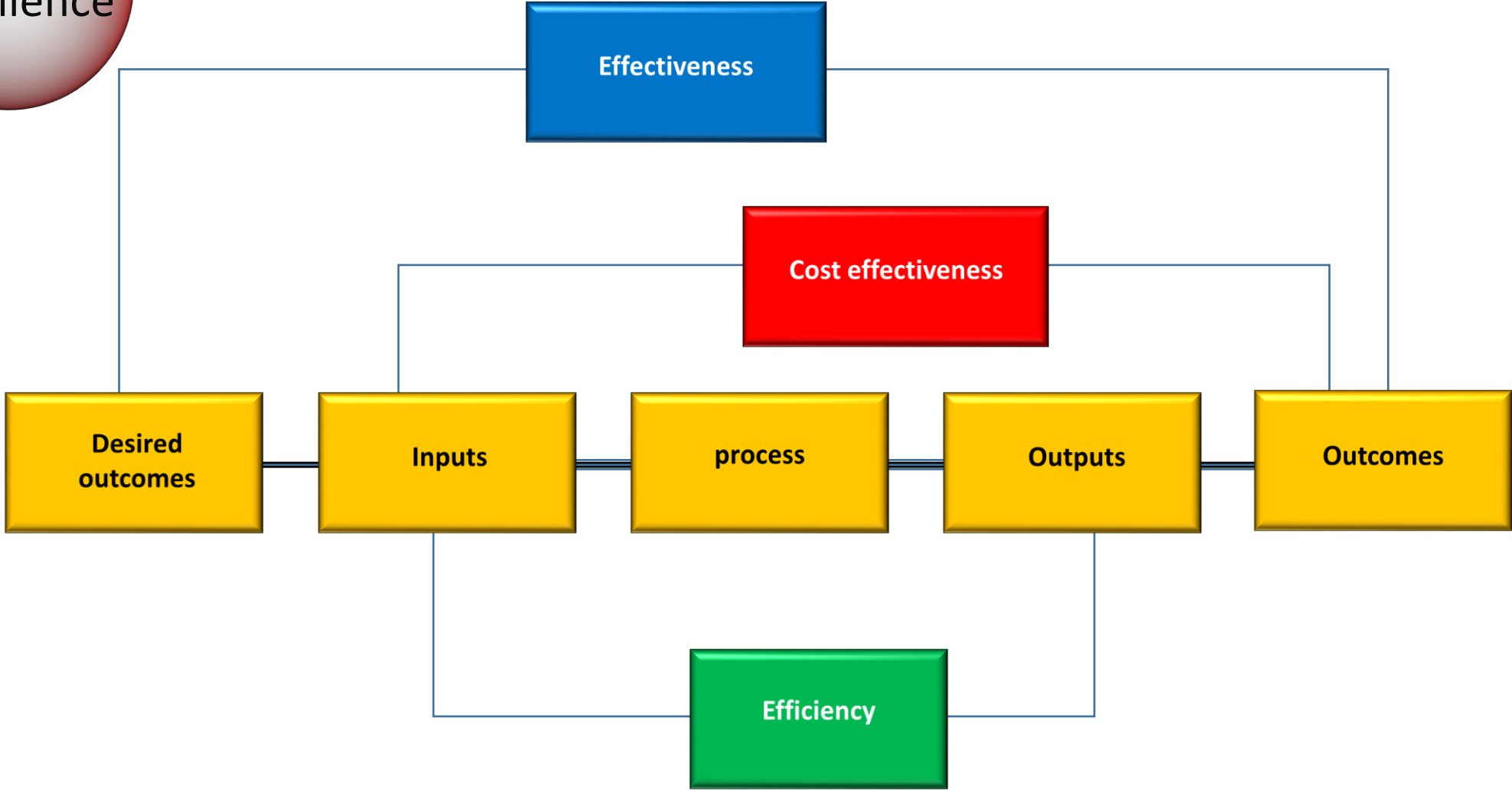
Long way to achieve Business Excellence

Excellent processes & products with poor strategy,
will not guarantee stakeholders satisfaction.

The difference



Effectiveness & Efficiency

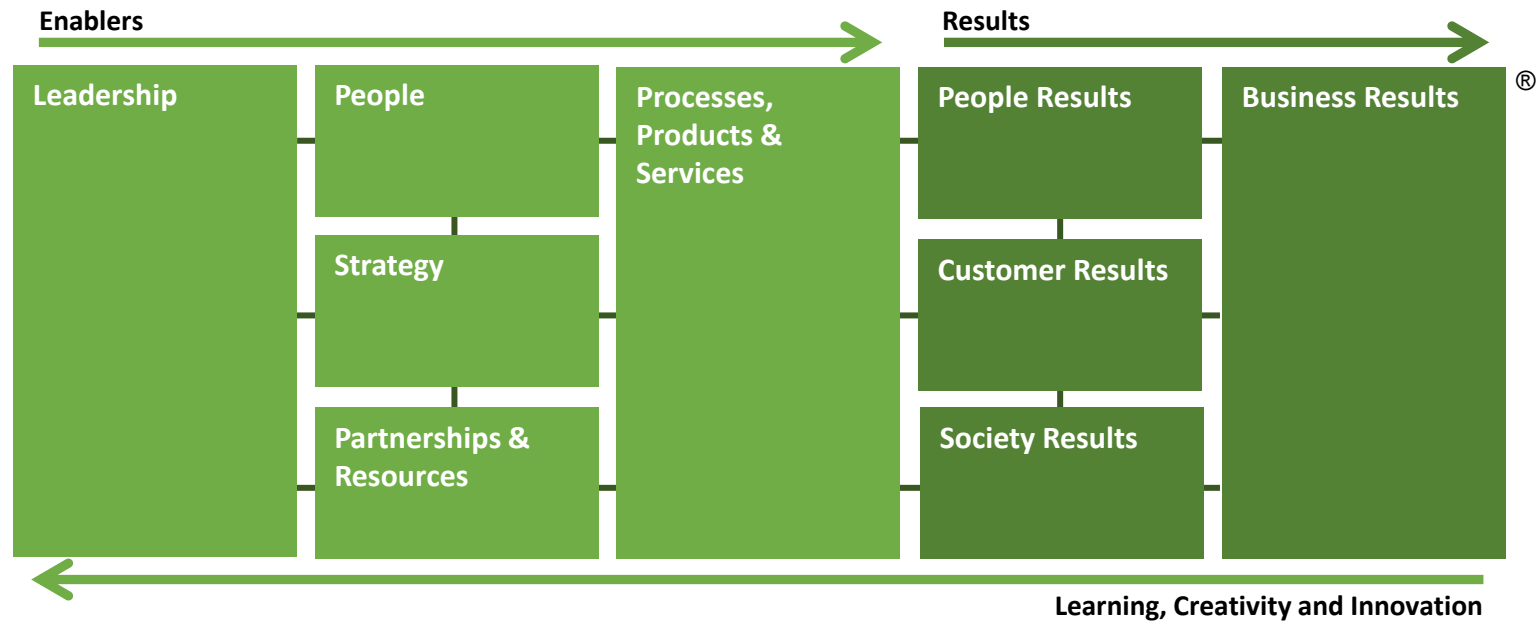


Operational
Excellence





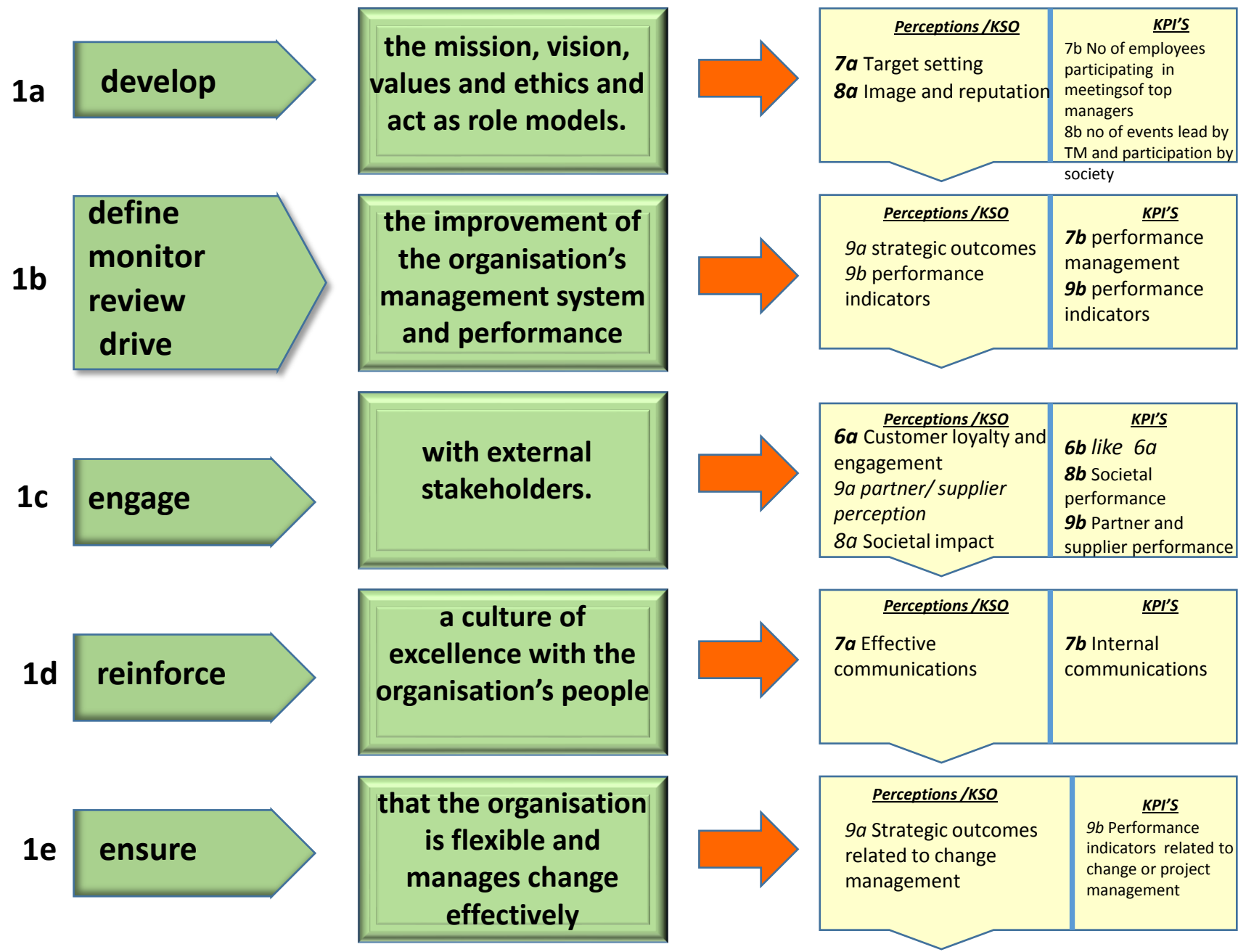
EFQM MODEL



© EFQM 2012



1. leadership

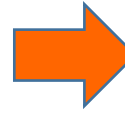


2. Strategy

2a

understanding

the needs and expectations of both stakeholders and the external environment



<u>Perceptions /KSO</u>	<u>KPI'S</u>
6a Customer service, relationship and support 7a people perception 8a Environmental impact 9a Key process outcomes	7b Involvement and engagement 8b Environmental performance 9b Partner and supplier performance

2b

understanding

internal performance and capabilities

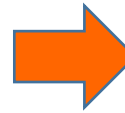


<u>Perceptions /KSO</u>	<u>KPI'S</u>
9a strategic outcomes linked to strategy, vision and mission	7b Training and career development 8b procurement performance. 9b performance indicators

2c

develop
review
update

Strategy and supporting policies



<u>Perceptions /KSO</u>	<u>KPI'S</u>
6a Customer service, relationship and support Similar perception Measures in 7a, 8a	9b Technology, information and knowledge 9b other indicators related to partners, suppliersd

2d

communicate
implement
monitor

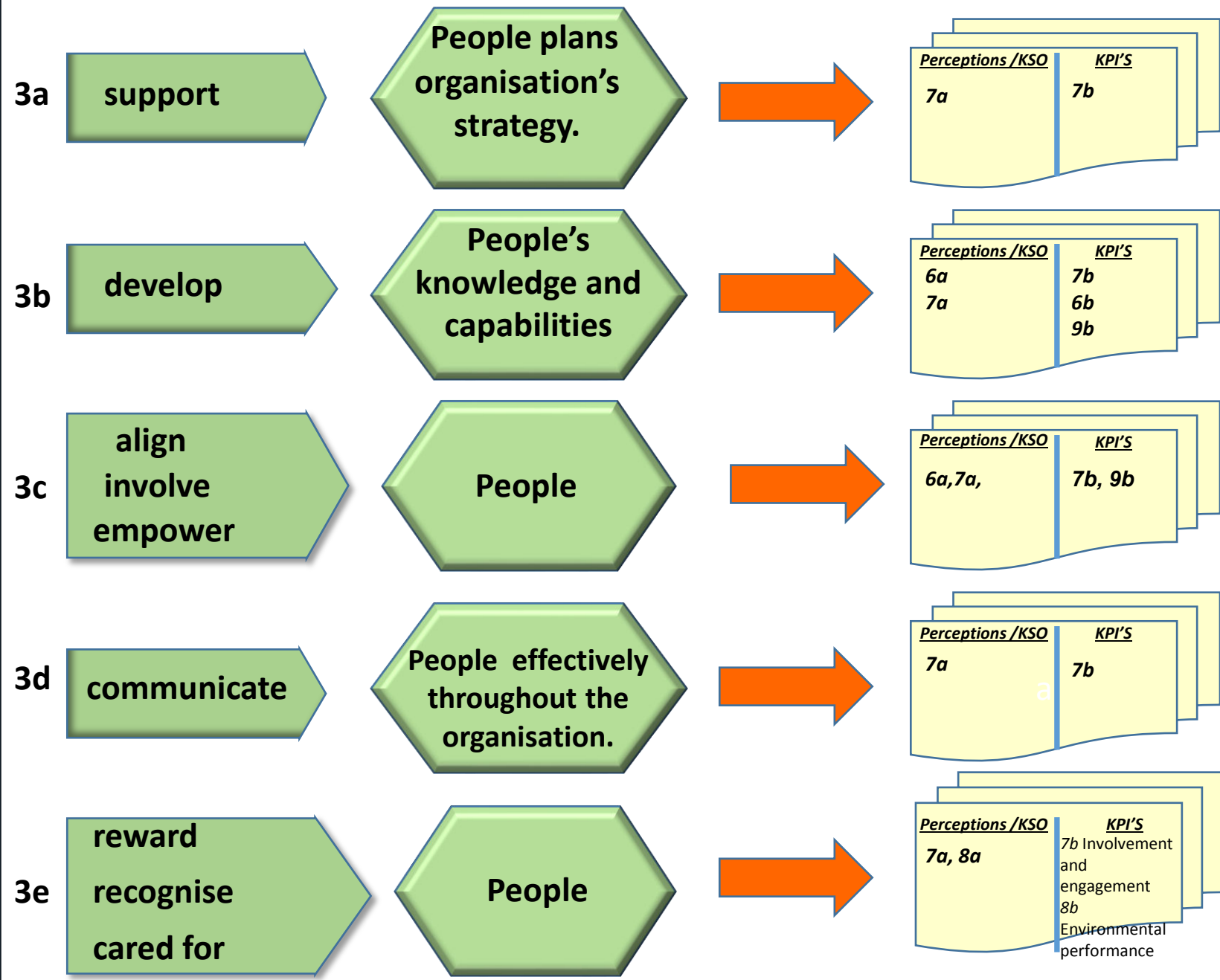
Strategy and supporting policies



<u>Perceptions /KSO</u>	<u>KPI'S</u>
7a Effective communications	6b number and effectiveness of events 7b similar indicators rel to employees

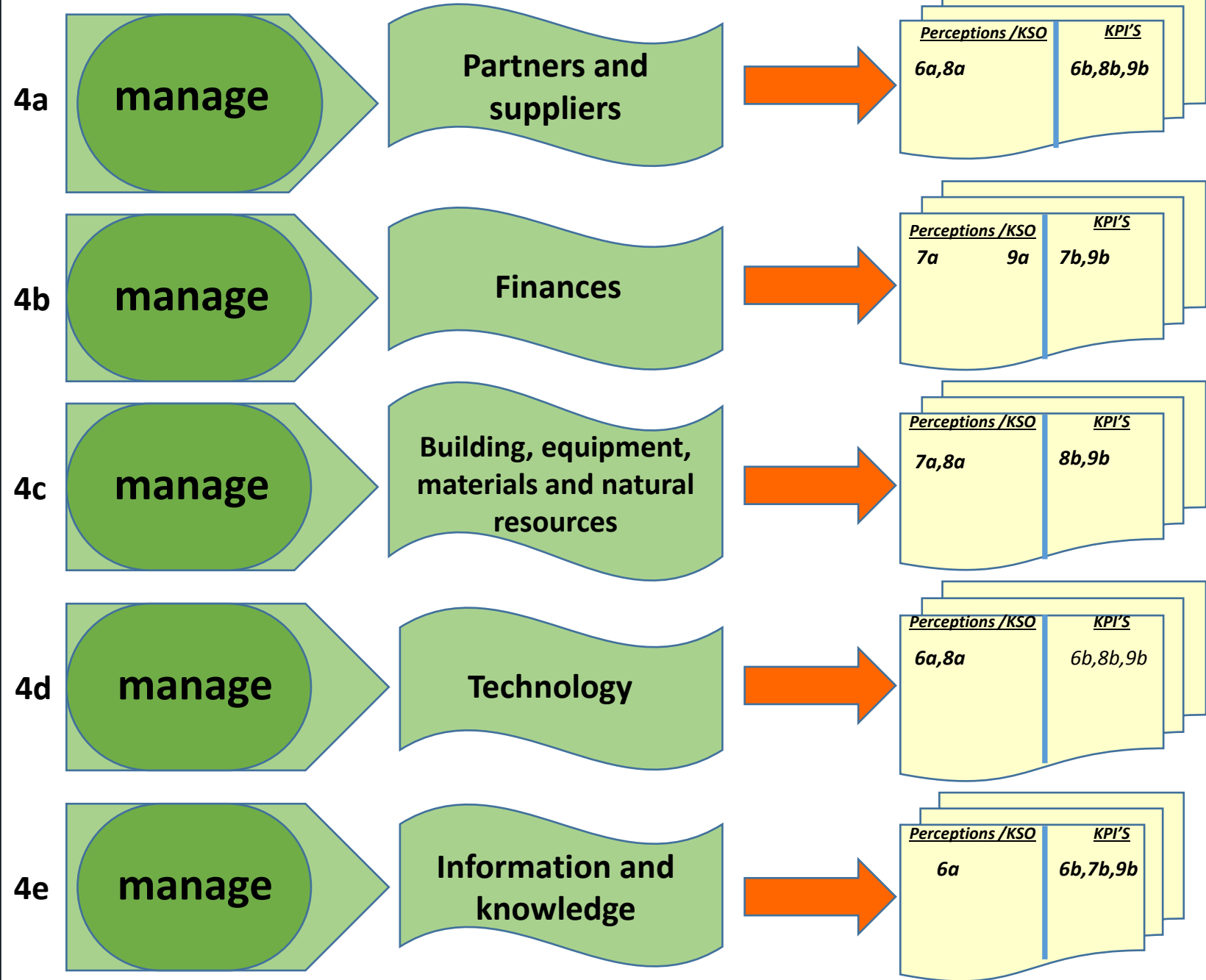


3. People





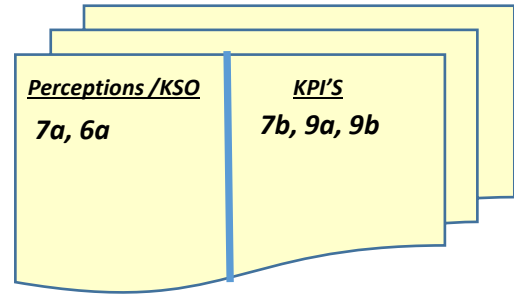
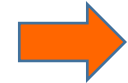
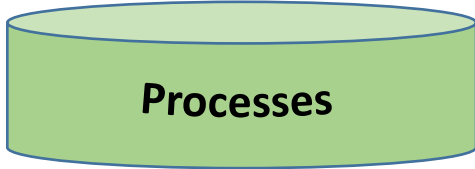
4. Partnerships & Resources





5. Processes, Products and Services

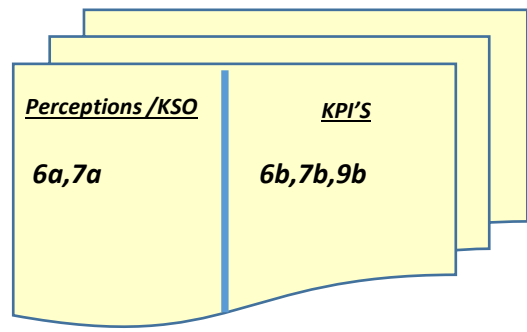
5a design and manage



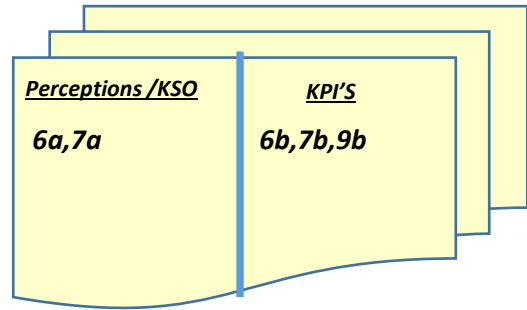
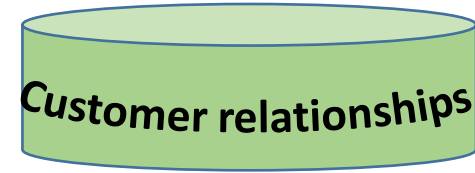
5b develop

5c promoted and marketed.

5d produce, deliver and manage



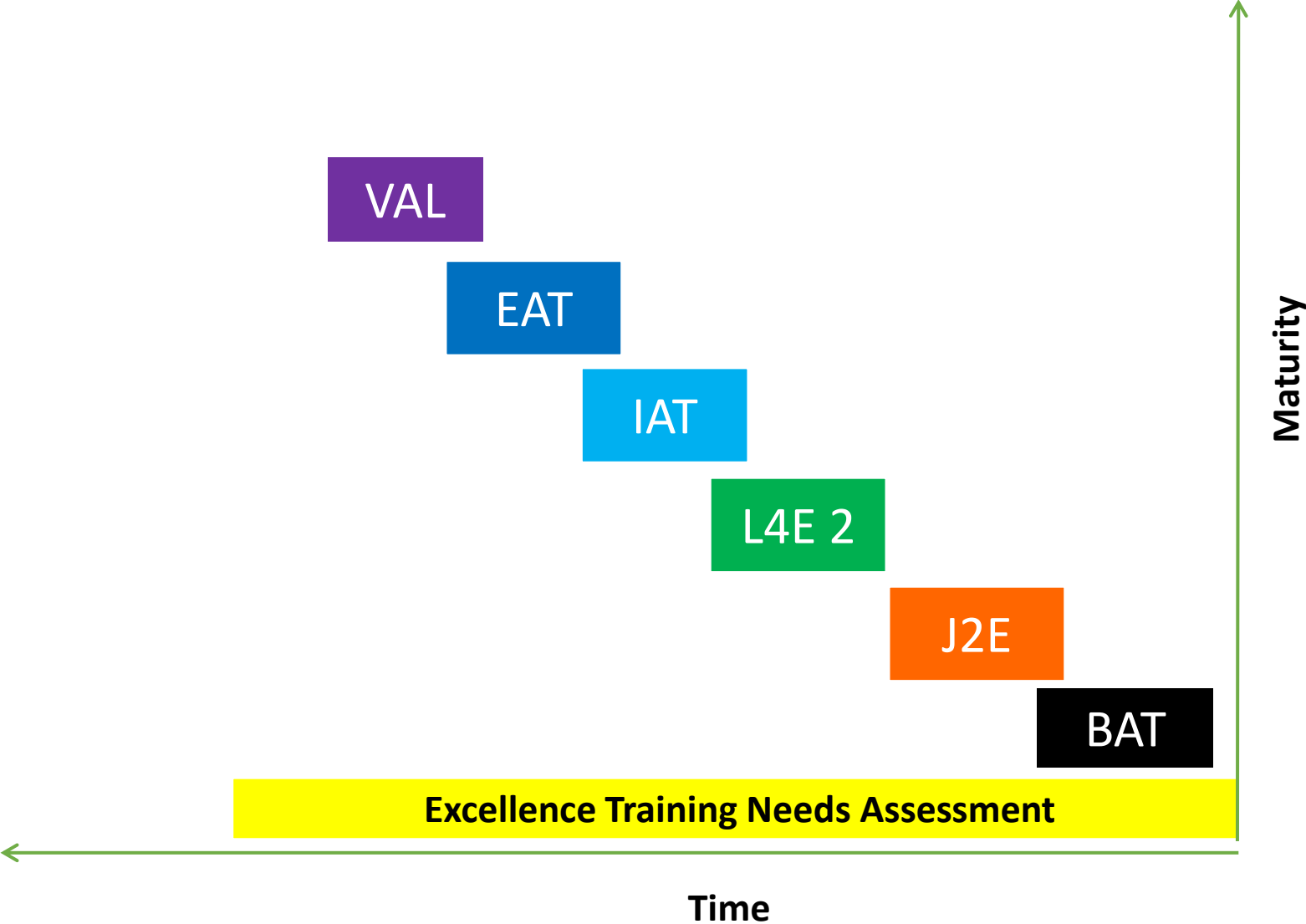
5e Manage and enhance



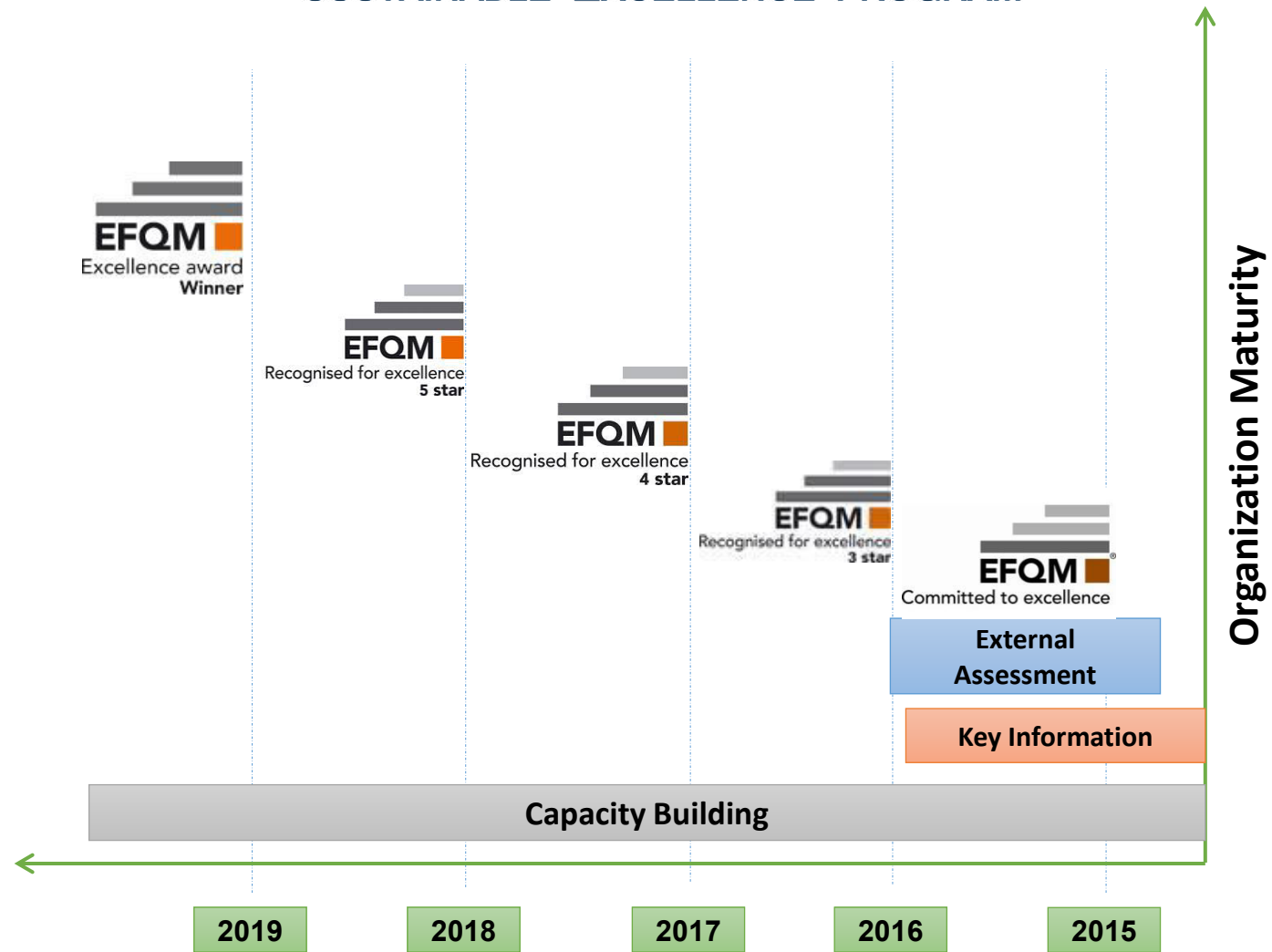


Business Excellence Road map

CAPACITY BUILDING



SUSTAINABLE EXCELLENCE PROGRAM



Thank You...



Contact Information

Name: Samuel Beshay

Phone: +971567723832

Email: s.beshay@businessboxuae.com