





#### **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

## Business Excellence

Samuel Beshay
November 2016, Tunisia

## Excellence



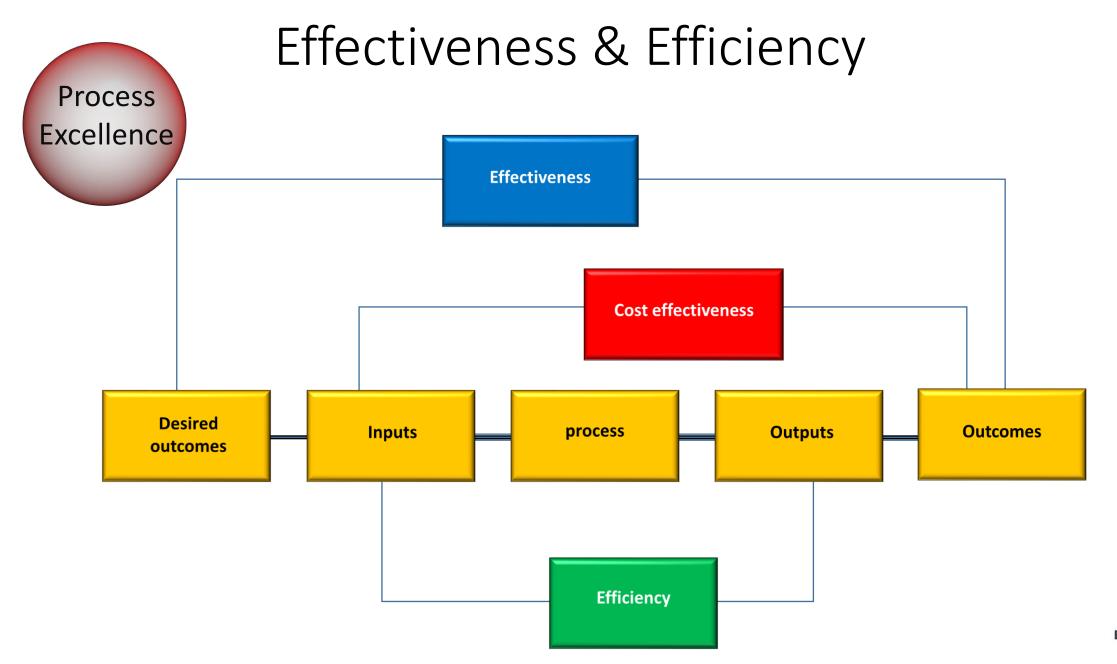
will not guarantee stakeholders satisfaction.



### The difference

Effective, + the delivery + some of outstanding attention to efficient HR, culture results for all processes and systems stakeholders thinking Process Operational **Business** Excellence Excellence Excellence







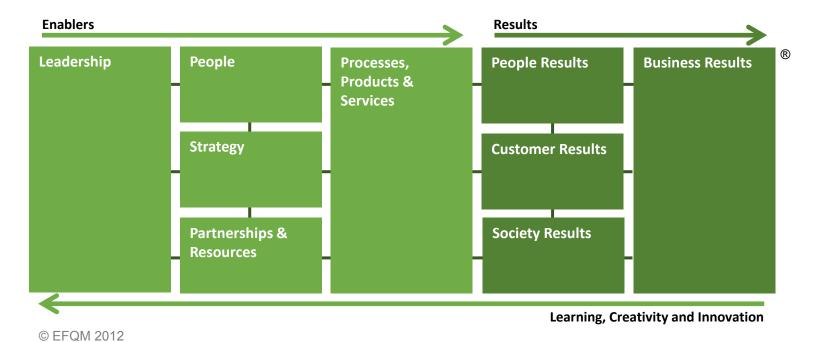








### EFQM MODEL





# leadersh

develop **1**a

the mission, vision, values and ethics and act as role models.



#### Perceptions /KSO

**7a** Target setting **8a** Image and reputation

KPI'S 7b No of employees participating in meetingsof top managers 8b no of events lead by TM and participation by society

1b

define monitor review drive

the improvement of the organisation's management system and performance



#### Perceptions /KSO

9a strategic outcomes *9b* performance indicators

KPI'S 7b performance management 9b performance indicators

**1c** 

engage

with external stakeholders.



<u>Perceptions /KSO</u> **6a** Customer loyalty and engagement 9a partner/supplier perception 8a Societal impact

KPI'S

**6b** like 6a 8b Societal performance **9b** Partner and supplier performance

**1d** 

reinforce

a culture of excellence with the organisation's people



#### Perceptions /KSO

**7a** Effective communications **KPI'S** 

**7b** Internal communications

1e

ensure

that the organisation is flexible and manages change effectively



#### Perceptions /KSO

9a Strategic outcomes related to change management

#### KPI'S

9b Performance indicators related to change or project management





2a understanding

the needs and expectations of both stakeholders and the external environment



#### Perceptions /KSO

6a Customer service,relationship and support7a people perception8a Environmental impact

9a Key process outcomes

KPI'S
7b Involvement and engagement
8b Environmental performance
9b Partner and supplier

performance

b understanding

internal performance and capabilities



#### Perceptions /KSO

9a strategic outcomes linked to strategy, vision and mission

7b Training and career development 8b procurement performance.

**9b** performance indicators

develop 2c review update

Strategy and supporting policies



#### Perceptions /KSO

**6a** Customer service, relationship and support Similar perception Measures in 7a, 8a

#### KPI'S

**9b** Technology, information and knowledge 9b other indicators related to partners, suppliersd

communicate
2d implement
monitor

Strategy and supporting policies



#### Perceptions /KSO

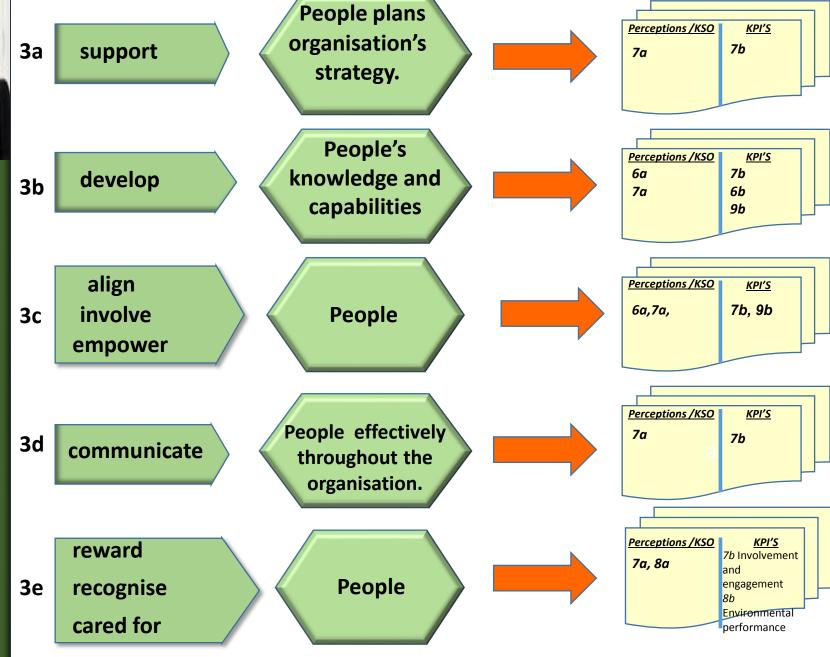
**7a** Effective communications

#### <u>KPI'S</u>

6b number and effectiveness of events
7b similar indicators rel to employees

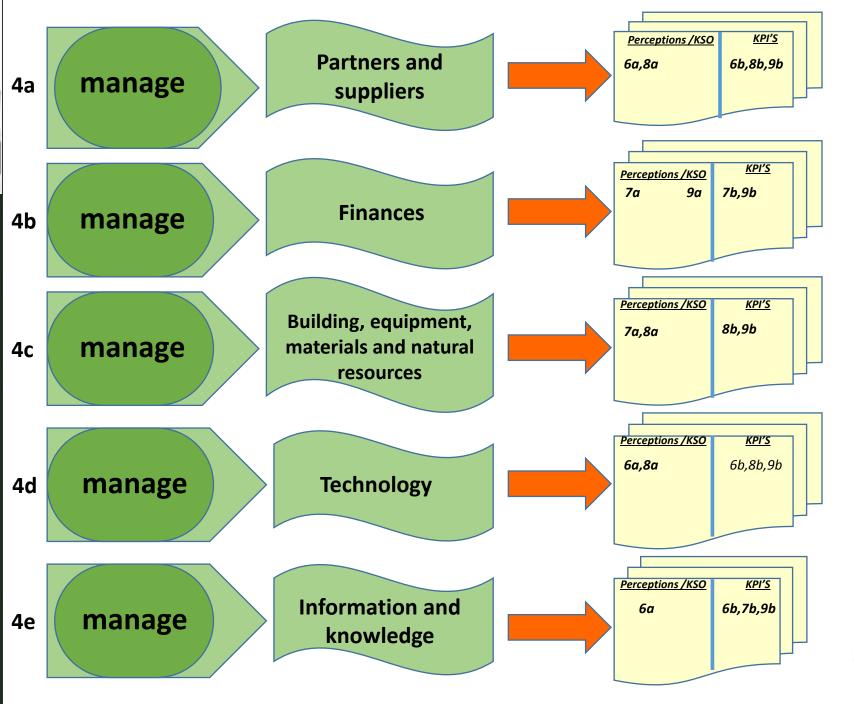


## 3.People



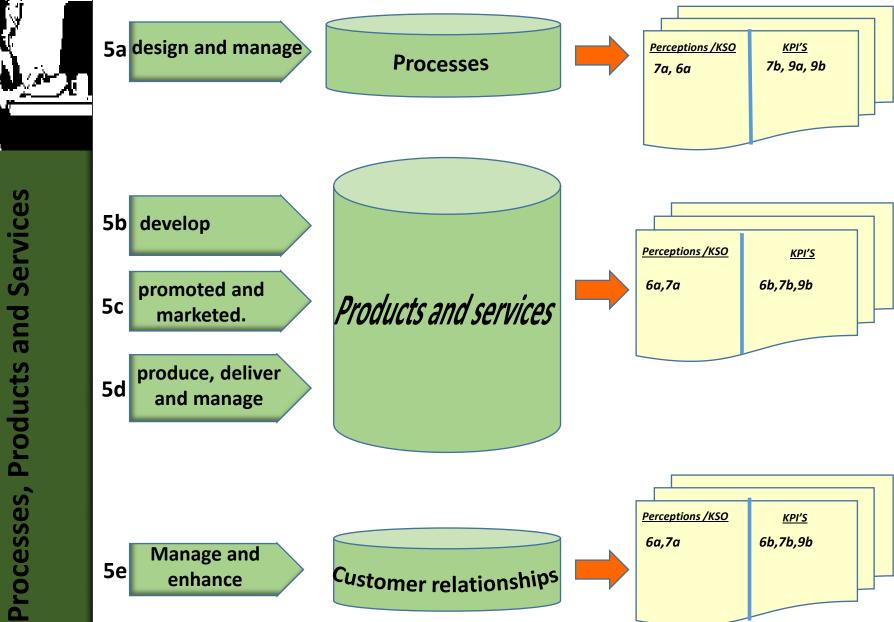


## Resources 8 **Partnerships**



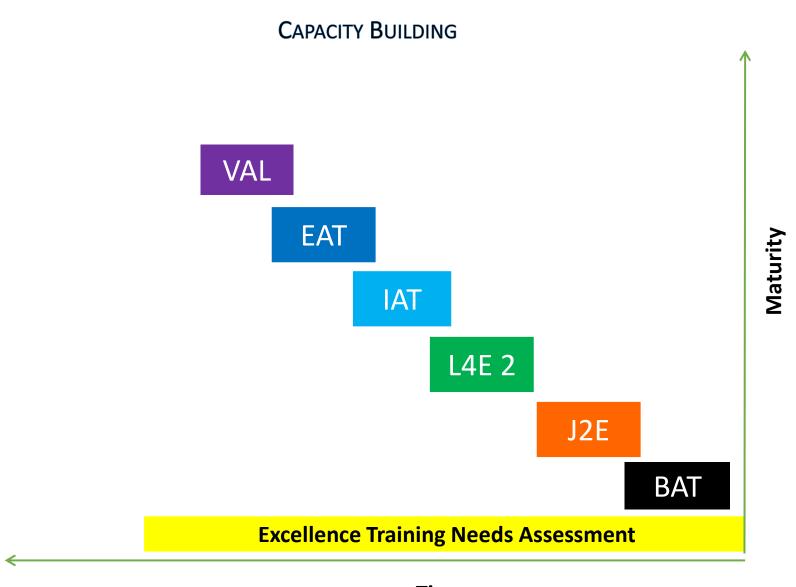






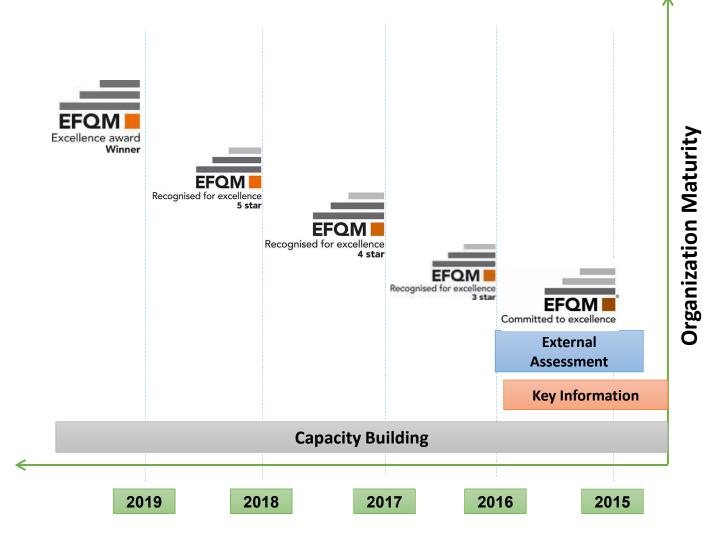


## Business Excellence Road map





#### SUSTAINABLE EXCELLENCE PROGRAM





## Thank You...



