

# Excellence for Quality Managers

## Applying excellence to your organisation

Learn about excellence and how you can add value to any organisation

Excellence for Quality Managers, will help you

- Understand what business excellence is, and how it works
- Apply powerful tools to add value to any organisation
- Add business excellence to your 'kitbag' of organisational improvement tools

The PYXIS Excellence for Quality Managers workshop is for those responsible for improving systems used to manage organisational risk, quality, the environment, occupational health and safety, and security. It is ideal for company executives, senior management staff, organisation change leaders, and consultants.

### One day Excellence for Quality Managers workshop

Excellence for Quality Managers is designed to provide knowledge and practical skills for applying business excellence<sup>1</sup> to organisations of any type, in any industry. This workshop includes both individual and team work – so bring your whole team along to start getting value from business excellence.

Some pre-course work is required.

All attendees receive a copy of several of the business excellence tools introduced during this workshop.

### Learning outcomes

You will have gained the following knowledge and skills and be able to;

- Understand what business excellence is
  - Organisational profile – identify organisational context and knowledge gaps
  - Framework – six process categories that drive organisational results
  - Scoring system – measures to track performance improvement
  - Values and concepts – beliefs and behaviours of high performing organisations
- Understand the three ways that organisations derive value from business excellence
  - Apply the framework to review organisations
  - Understand strengths and inefficiencies and improvement roadblocks
  - Achieving recognition for best practice and thought leadership
- Apply powerful business excellence-based tools to add value to organisations
  - Assessor – for self-assessment
  - Maturity grid – for scoring
  - BPIR – source of best practice improvements and benchmarks

### Workshop Facilitator

Michael Voss is Excellence for Quality Managers workshop designer. Michael has been involved with business excellence for over 20 years, including three years with the Ministry of Economic Development, and eight years with the New Zealand Business Excellence Foundation. He has operated his own consultancy, PYXIS.co.nz, since 1999 providing business excellence advice and training to a wide range of organisations and industries throughout the country and overseas.

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<sup>1</sup> Also known as the Criteria for Performance Excellence