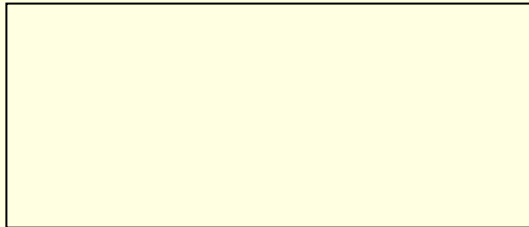
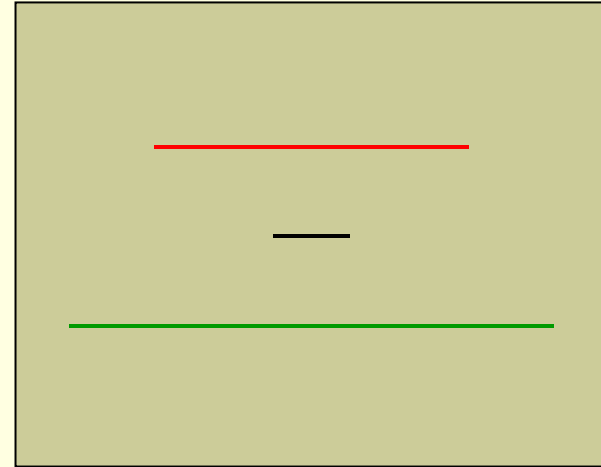
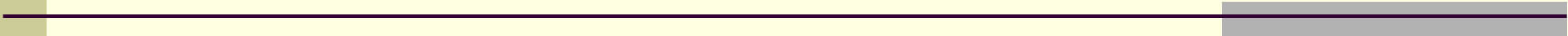


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# Management Tools/Systems

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- Balanced Scorecard
- Zero Defect / Six Sigma
- Leading Change
- Leading In Crisis
- Leading Today
- Innovation and Creativity
- Leading Teams
- TPM
- Managing Partners
- Impact on Society
- Selecting Partners
- Technology Road Mapping
- Impact on Society
- Knowledge Management
- Effective Team Working
- Managing an Improvement Team
- Creating a Competent Organisation
- People Performance System
- Implement Policy Deployment
- Strategy Formulation
- Process Based Organisation
- Redesigning Key Processes
- Customer Focus
- Lean Manufacturing
- Product development
- Process Management
- Supply Chain Management

# A Fundamental Trend

Quality of Products

Quality of Processes

Quality of Relationship

80's

90's

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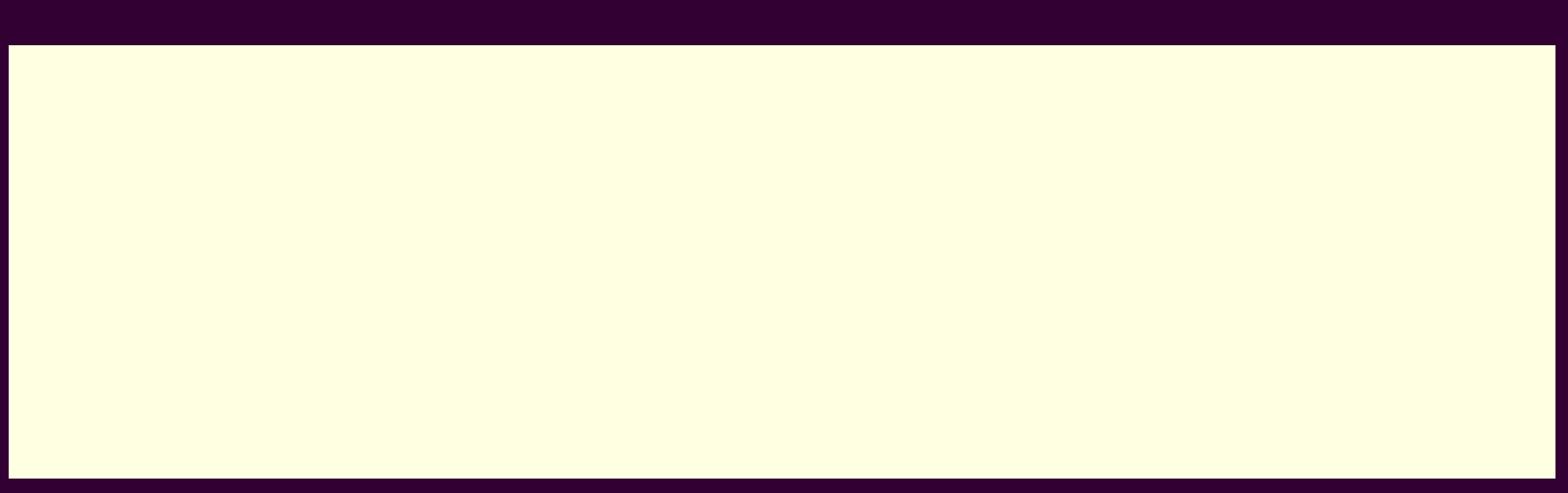
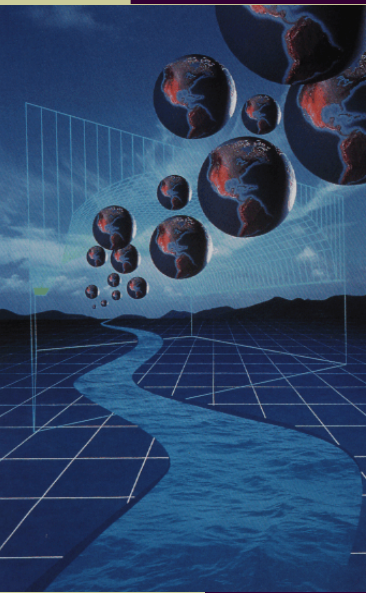
Customers

Employees

Quality of Relationship

Shareholders

Partners





## ***Excellence Model***

**E**UROPEAN  
**F**OUNDATION FOR  
**Q**UALITY  
**M**ANAGEMENT

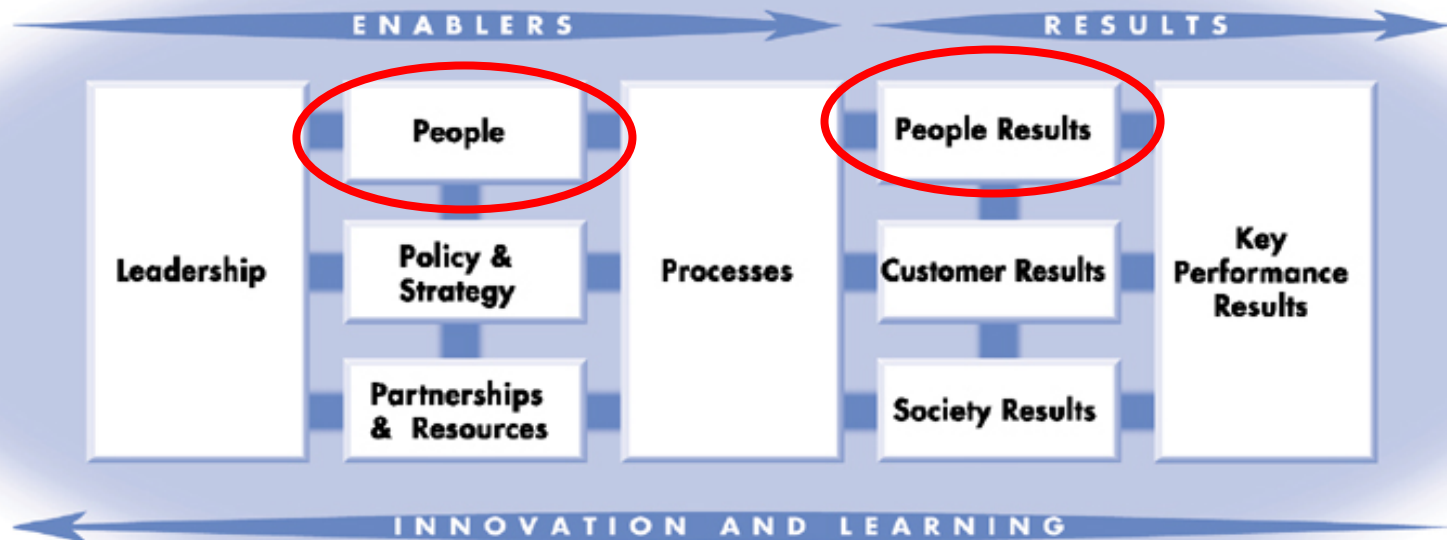
# Fundamental concepts

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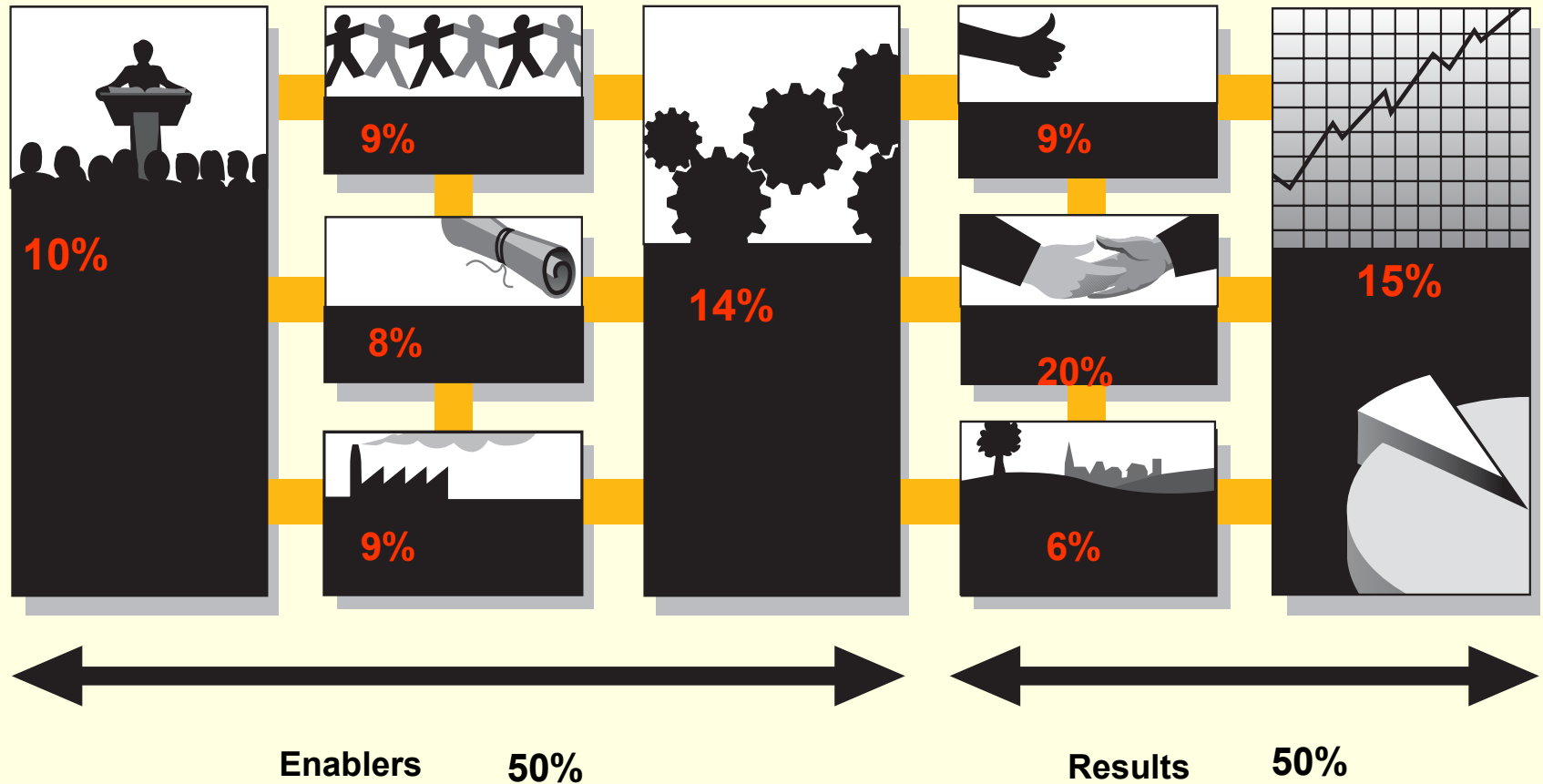
# The EFQM Excellence Model

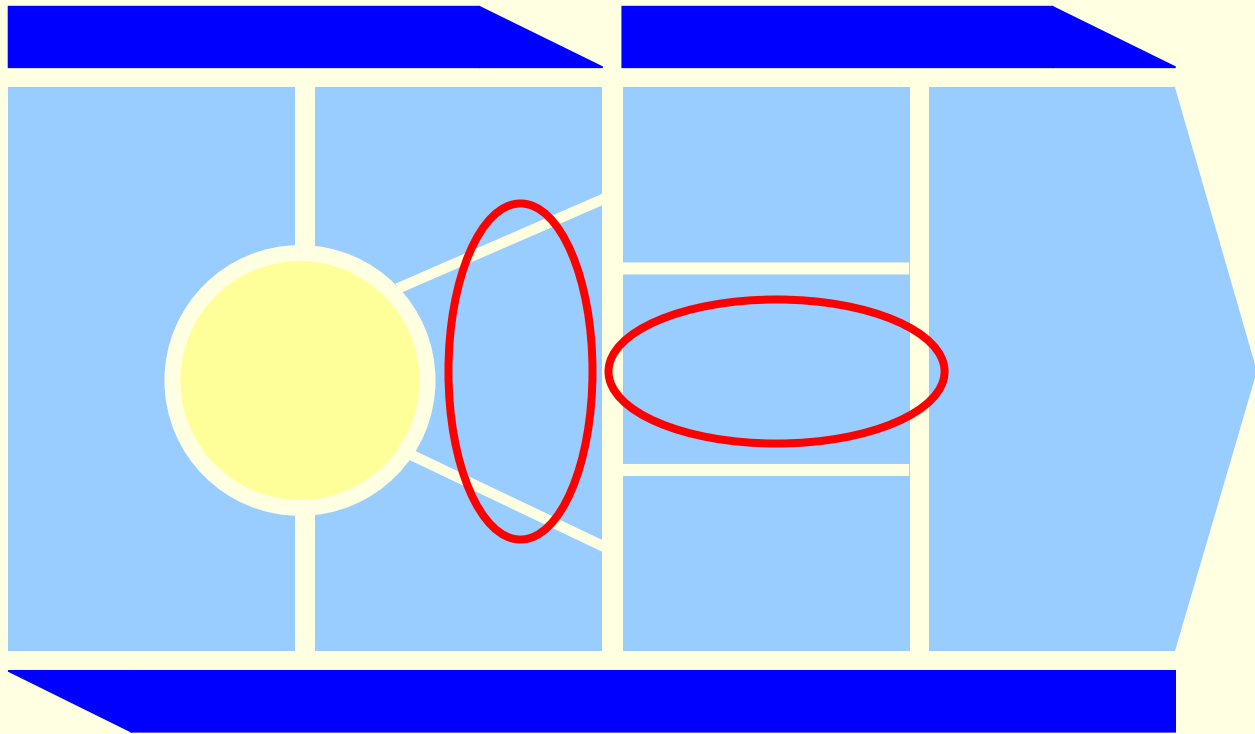
EFQM® 1999





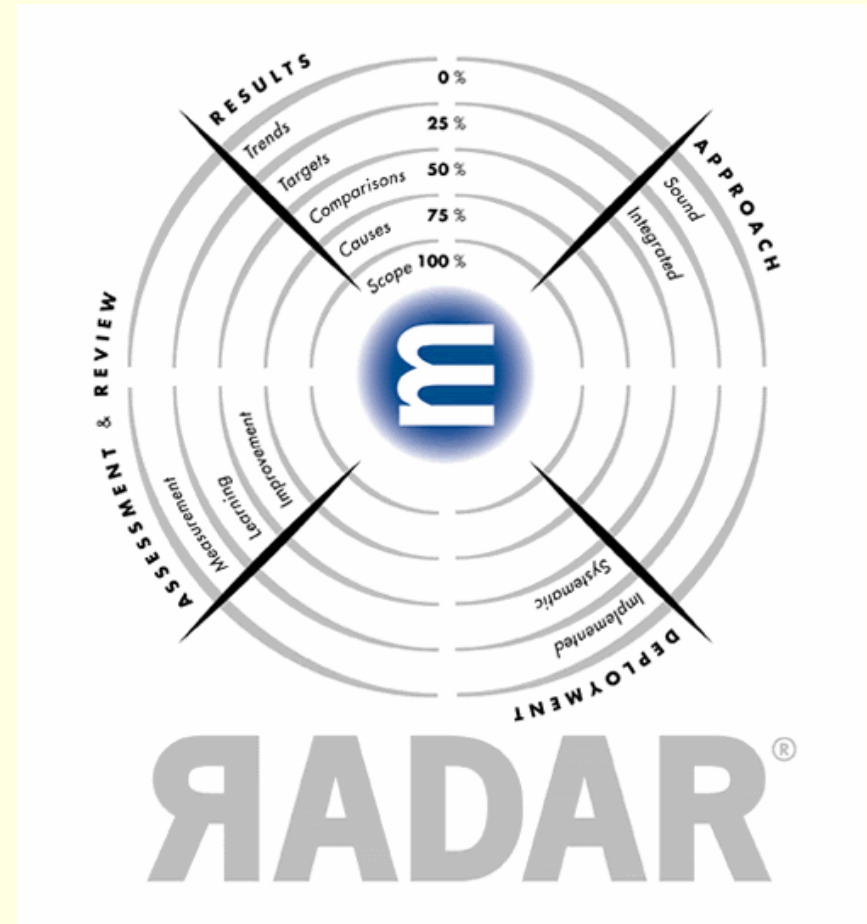
# Allocation of percentages



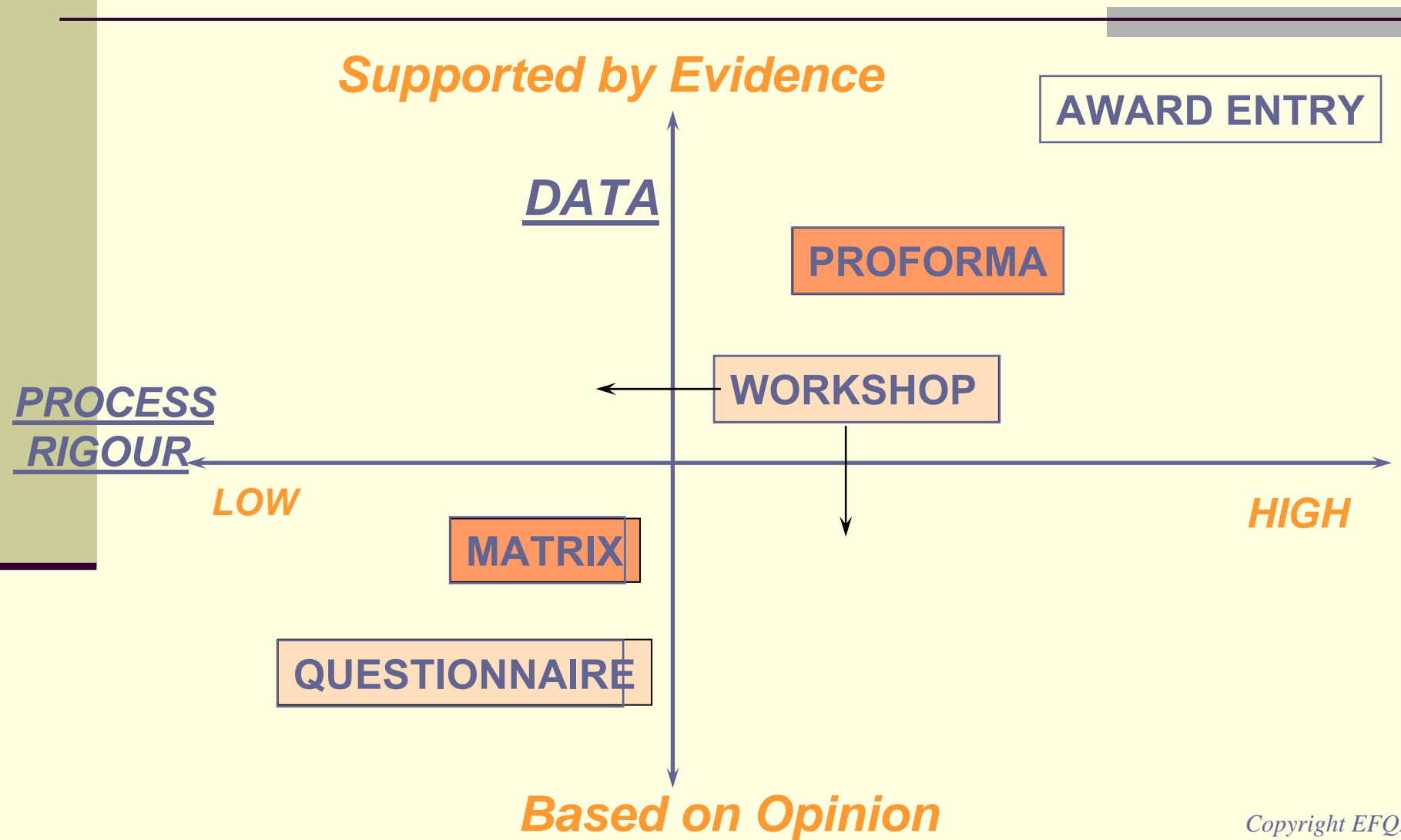


# **RADAR**

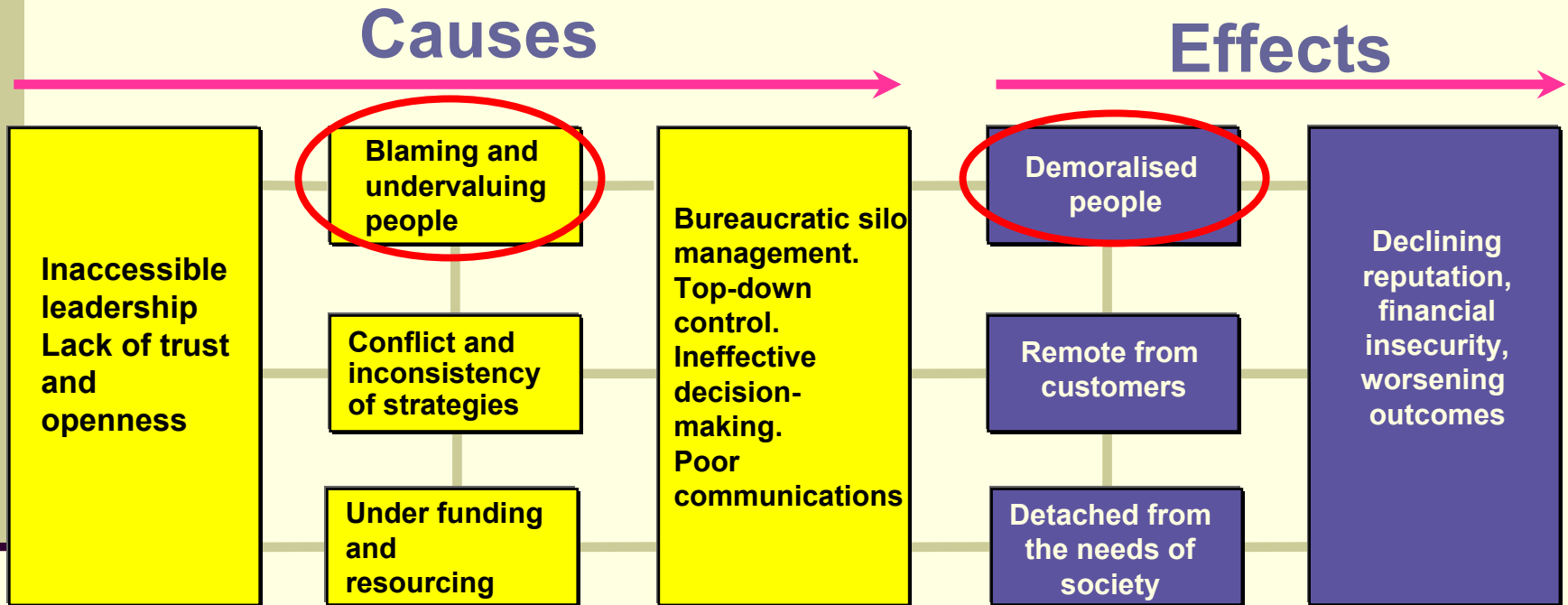
- **Results** (Set measurable goals)
- **Approach** (Design and Clarify HOW we will achieve those Goals)
- **Deployment** (Implement and Manage them)
- **Assessment and Review** (Improve them)



# Self-assessment options

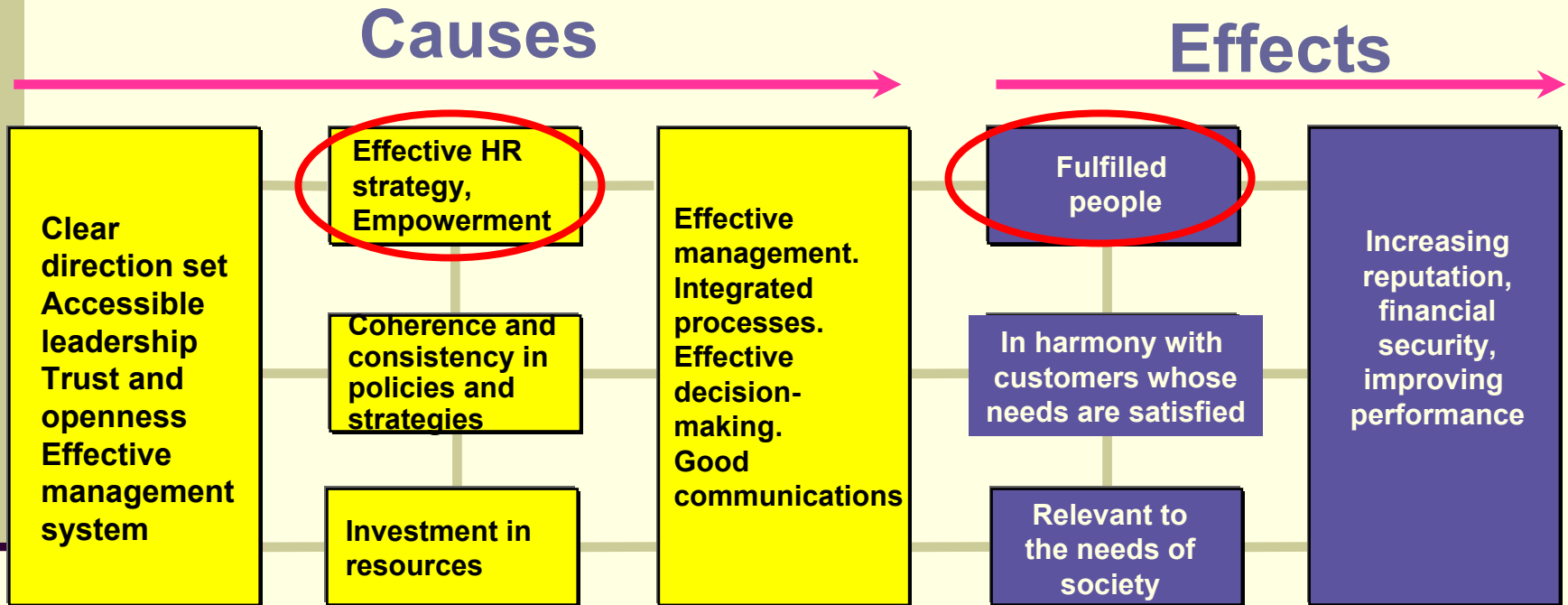


# Symptoms of organisational dysfunction



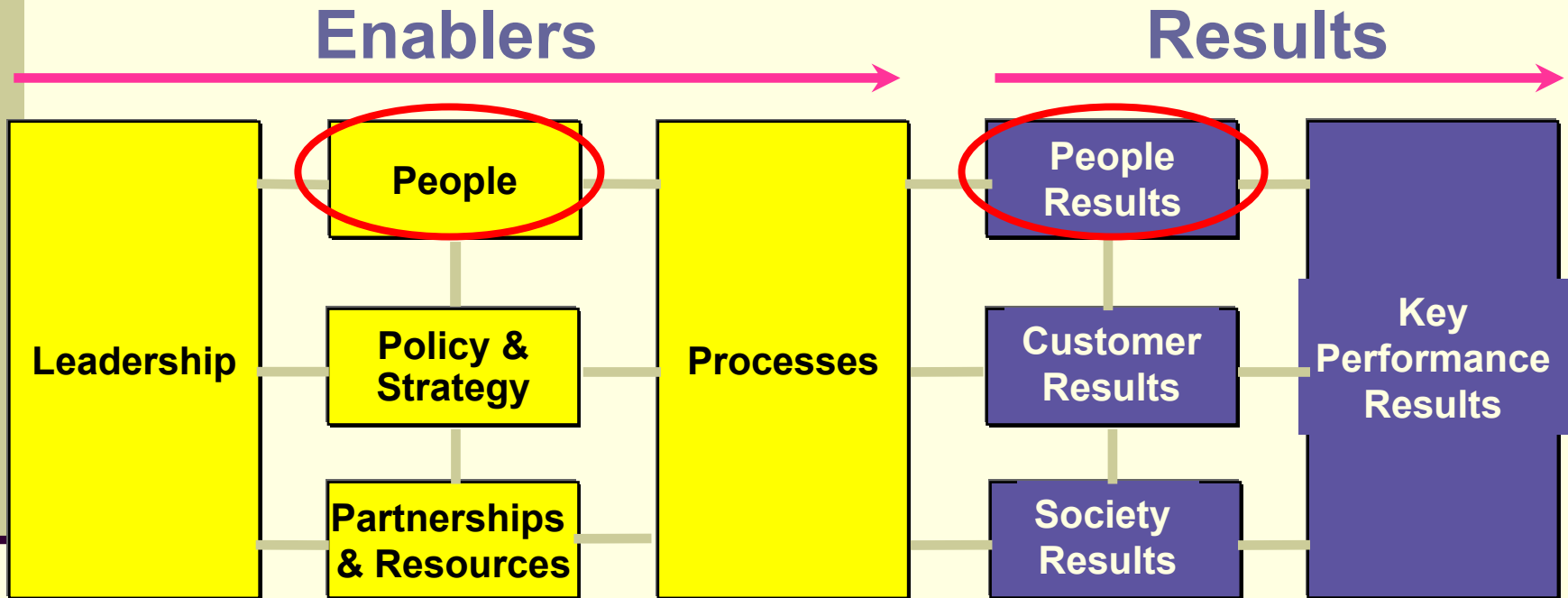
**Not joined up, not achieving stakeholder satisfaction**

# Symptoms of a successful organisation



**Creative and constructive, joined up,  
achieving balanced stakeholder satisfaction**

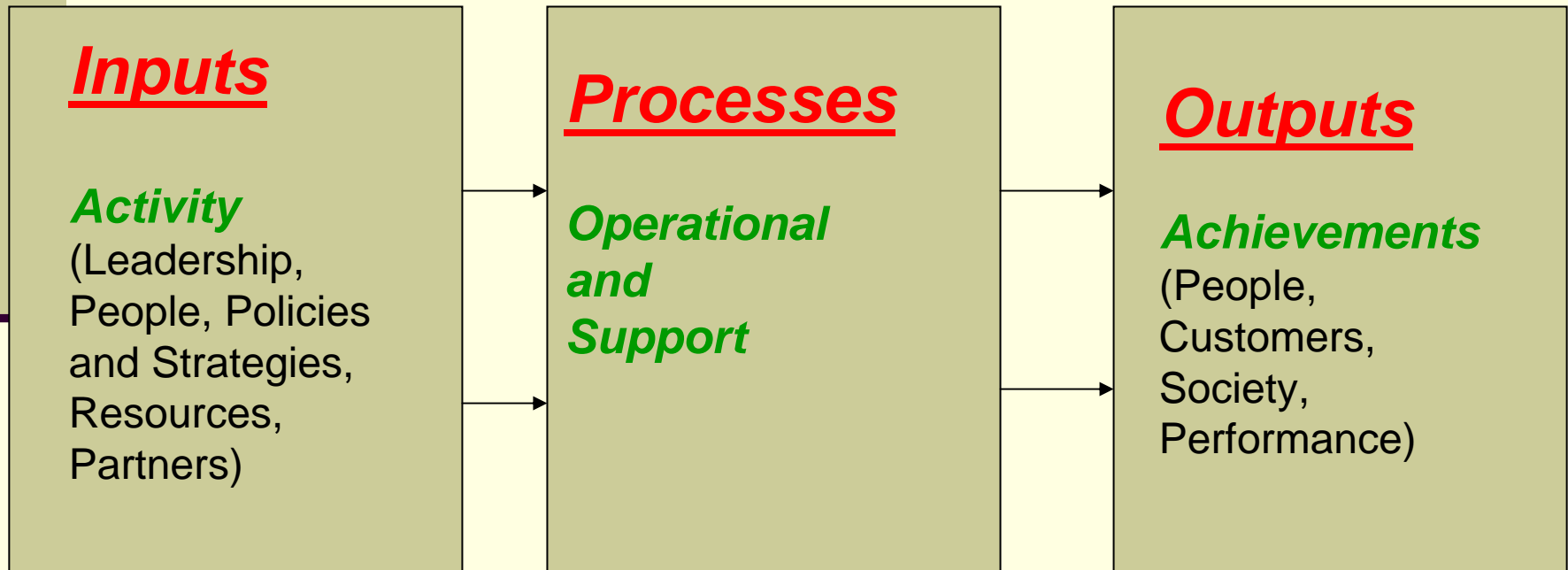
# *EFQM Excellence Model<sup>®</sup>*



**Innovation and Learning**  
*Everything is connected to everything*

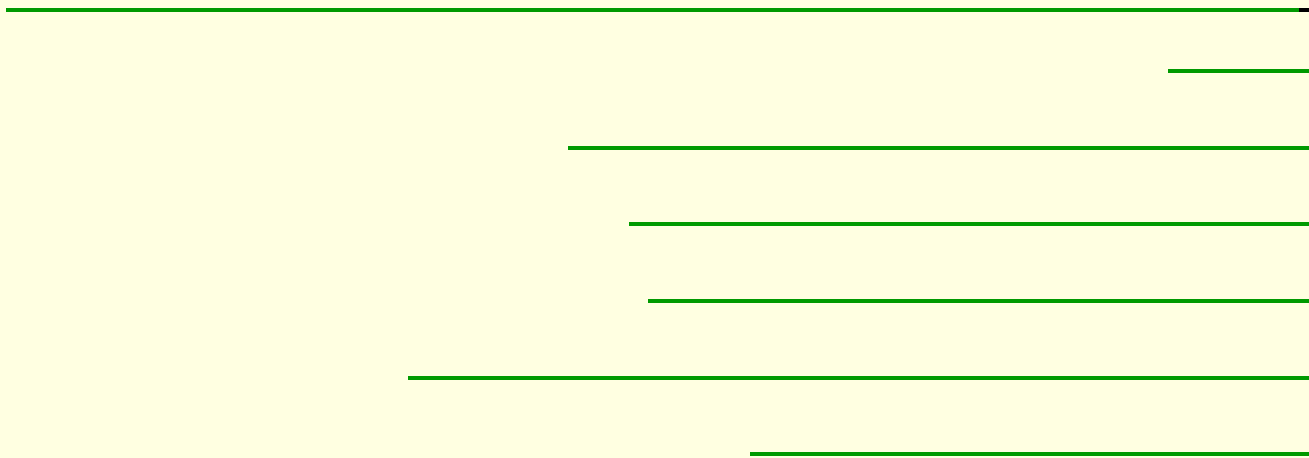
# *the EFQM Model as a process model*

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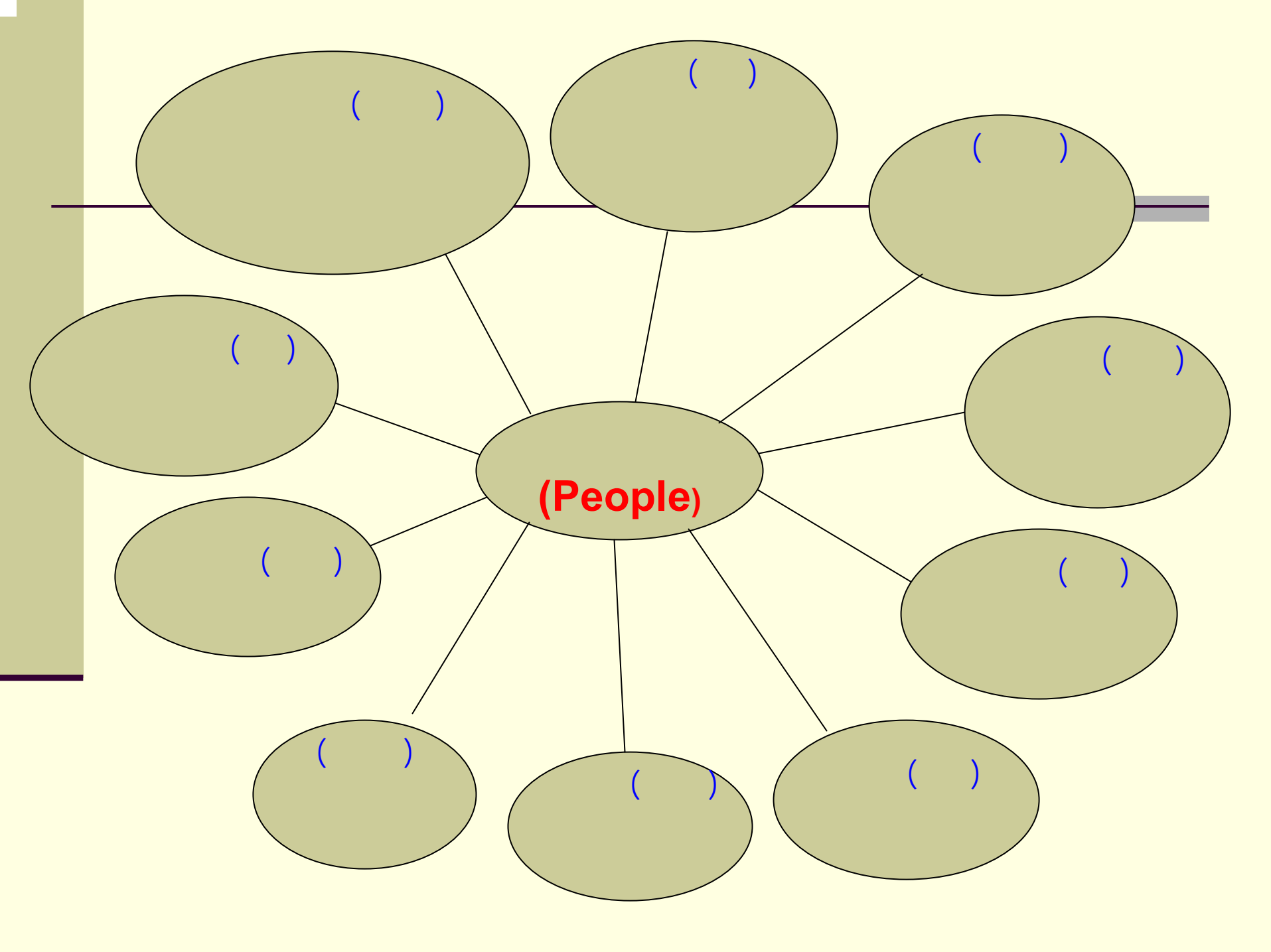
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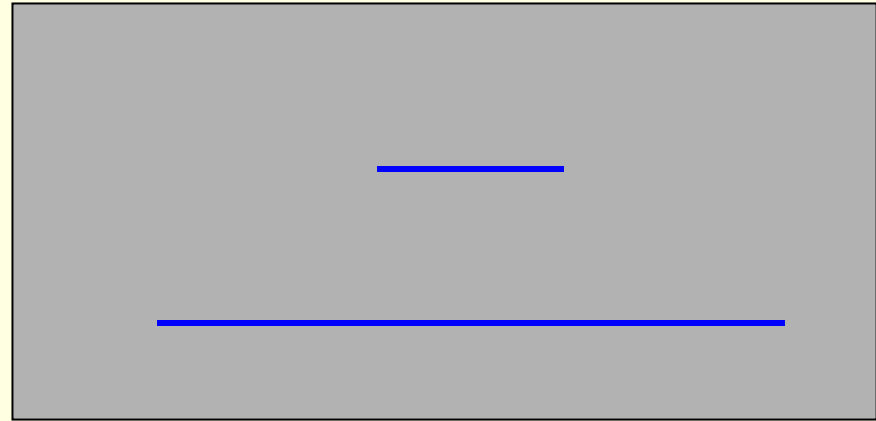
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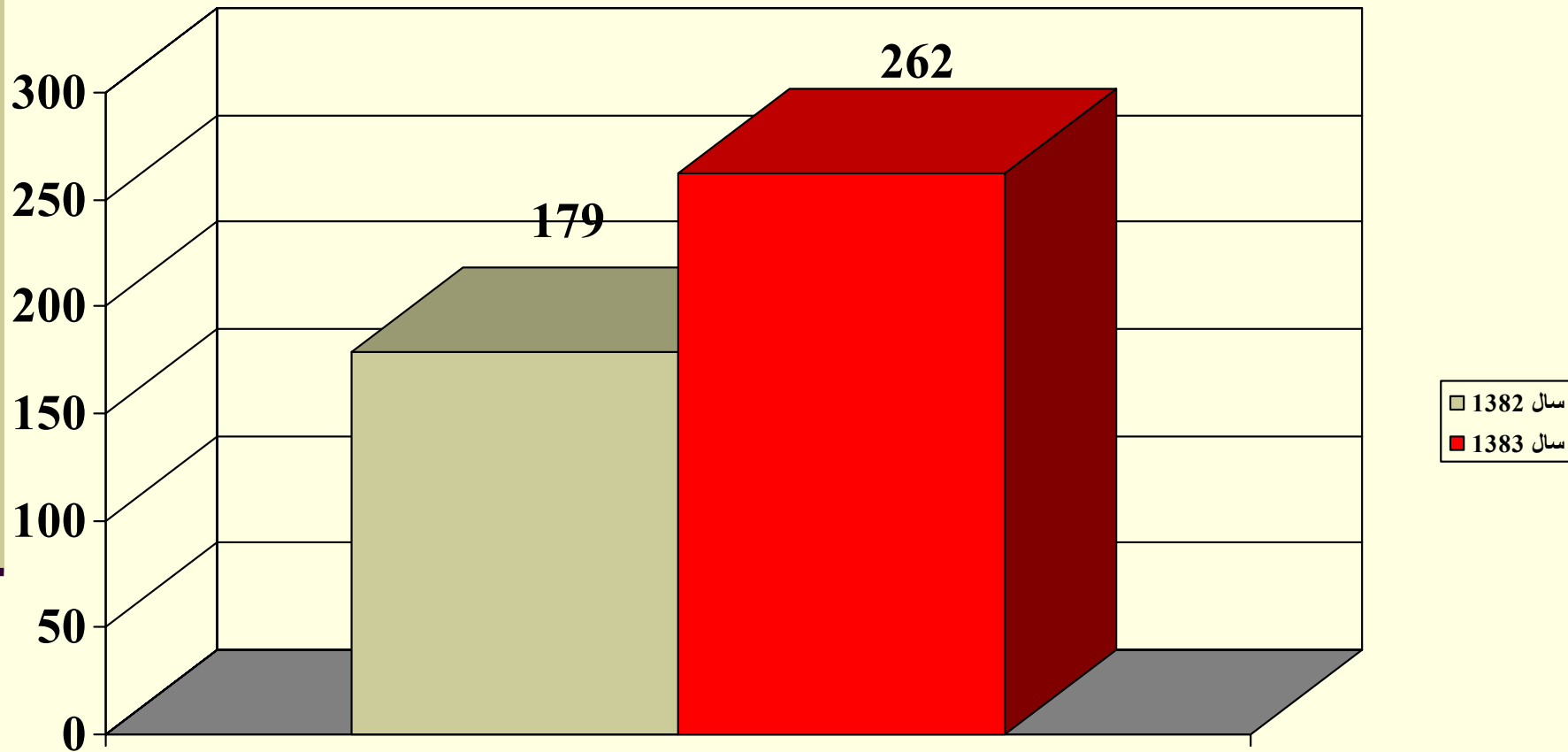
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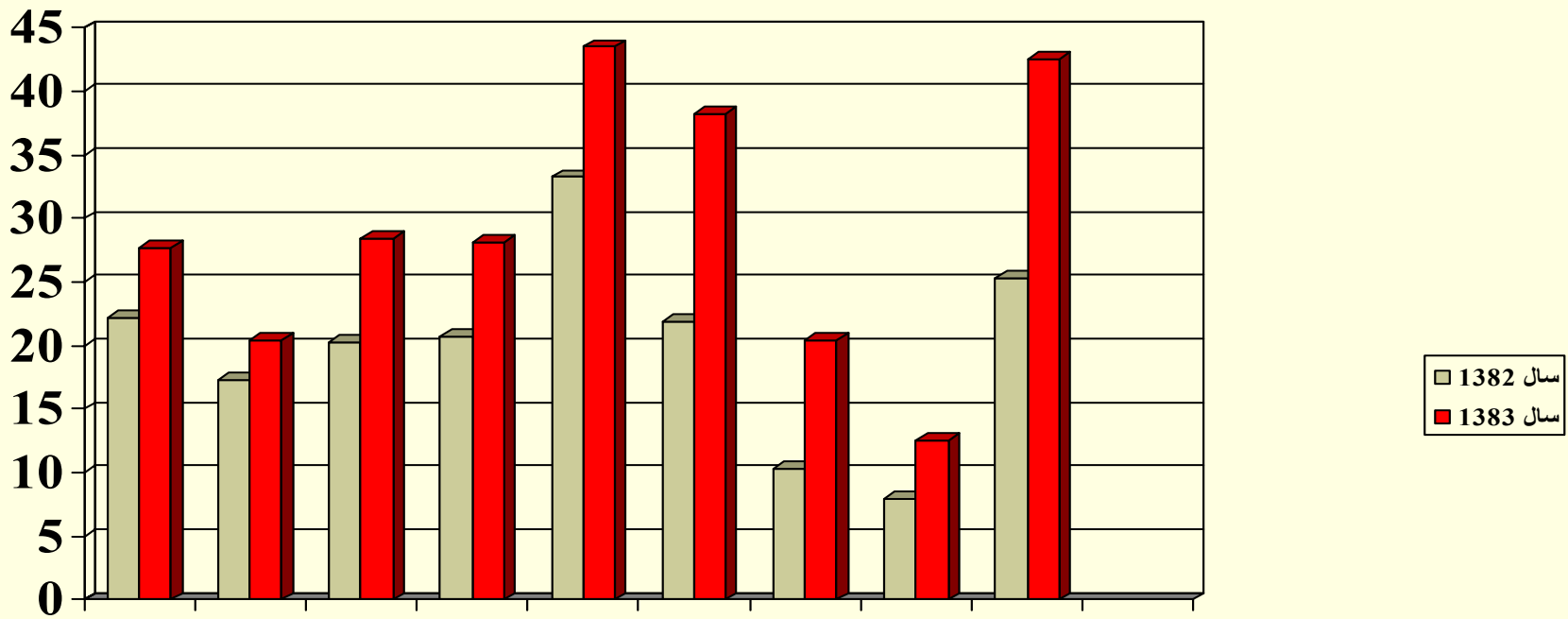
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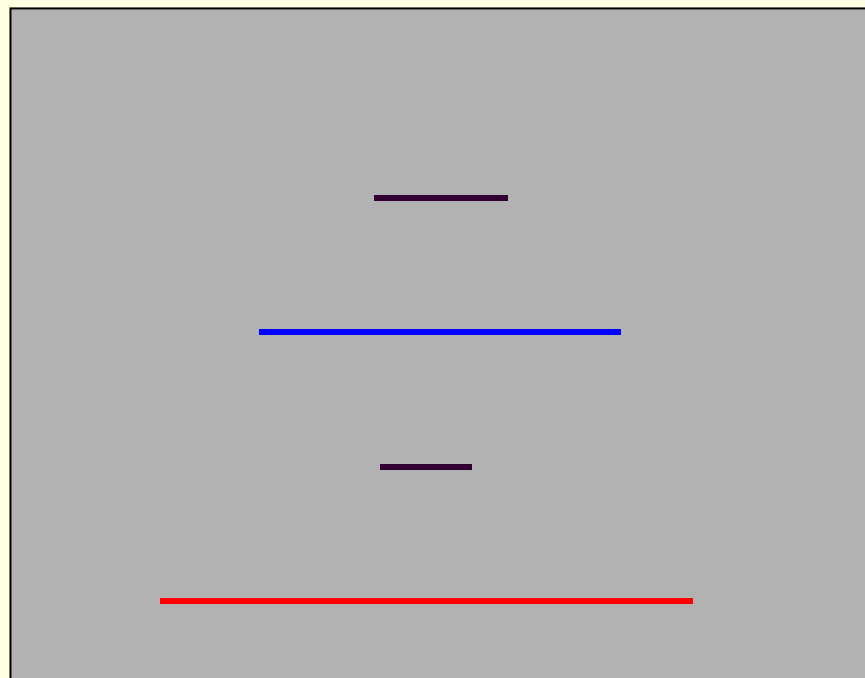
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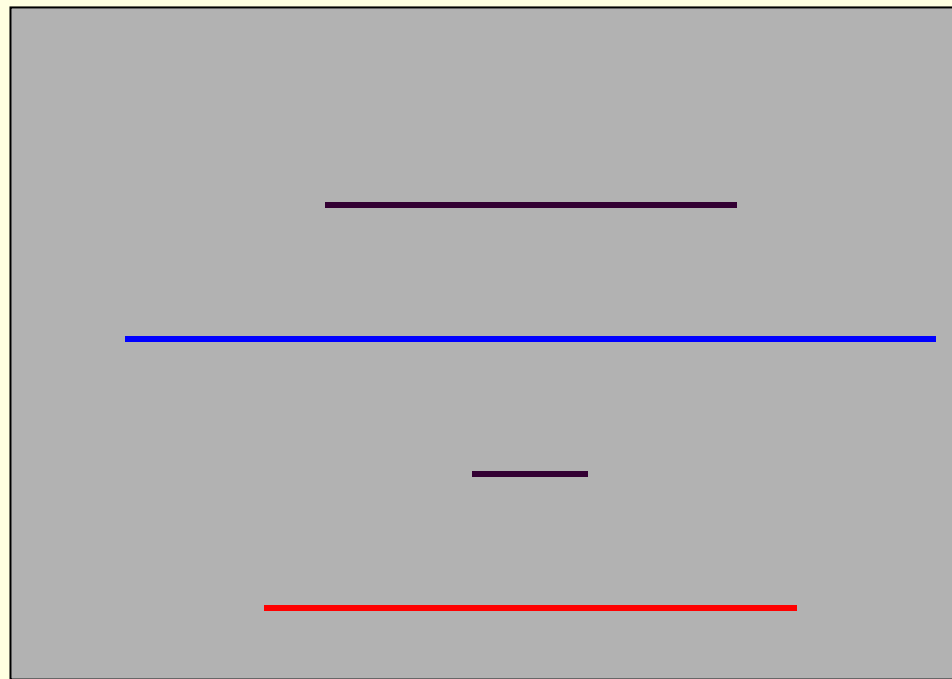
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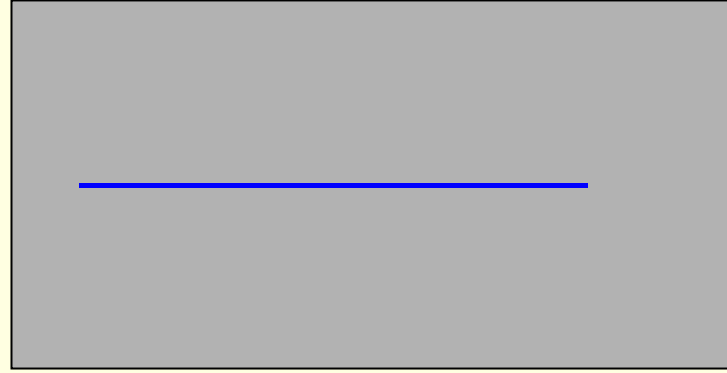
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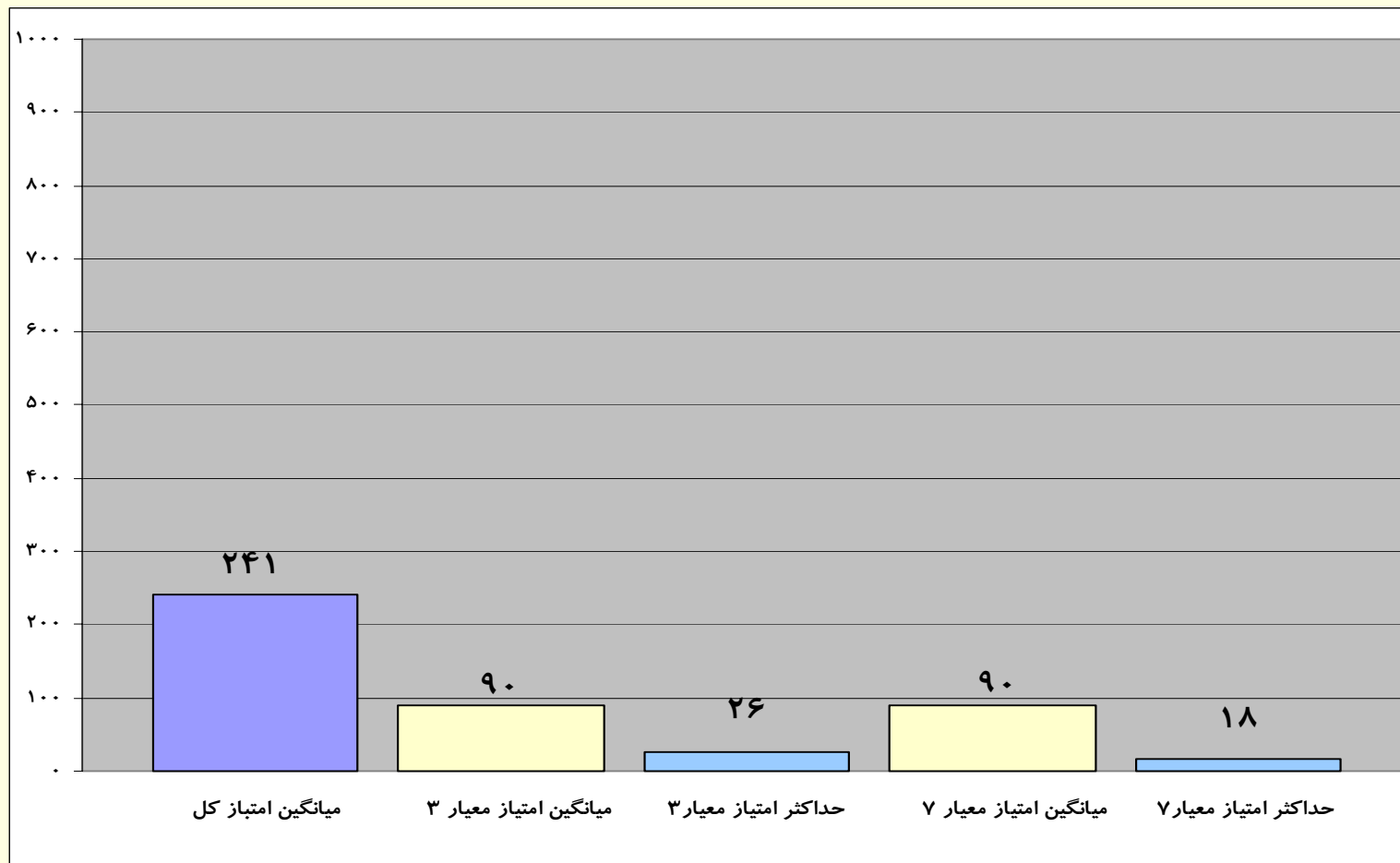
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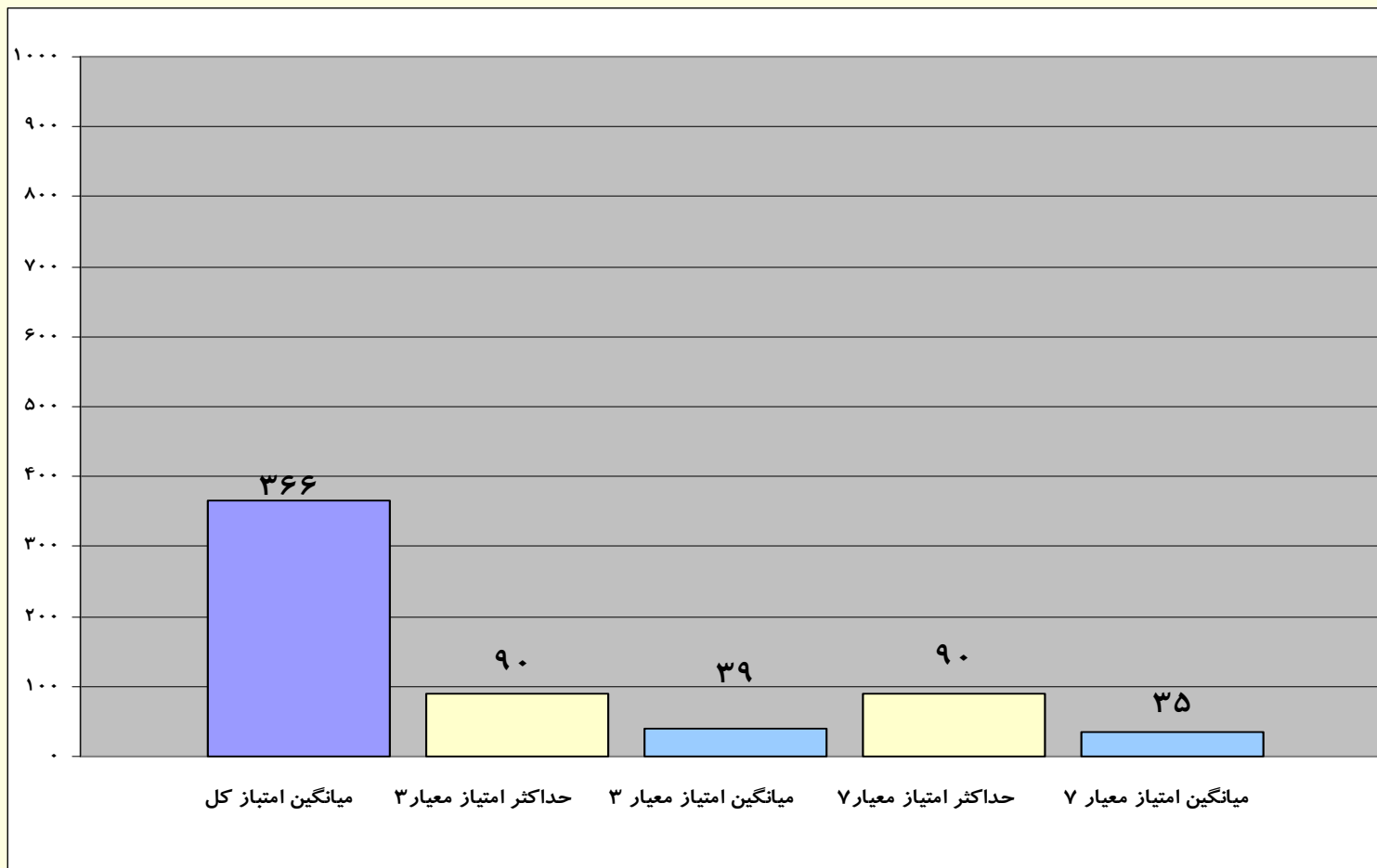




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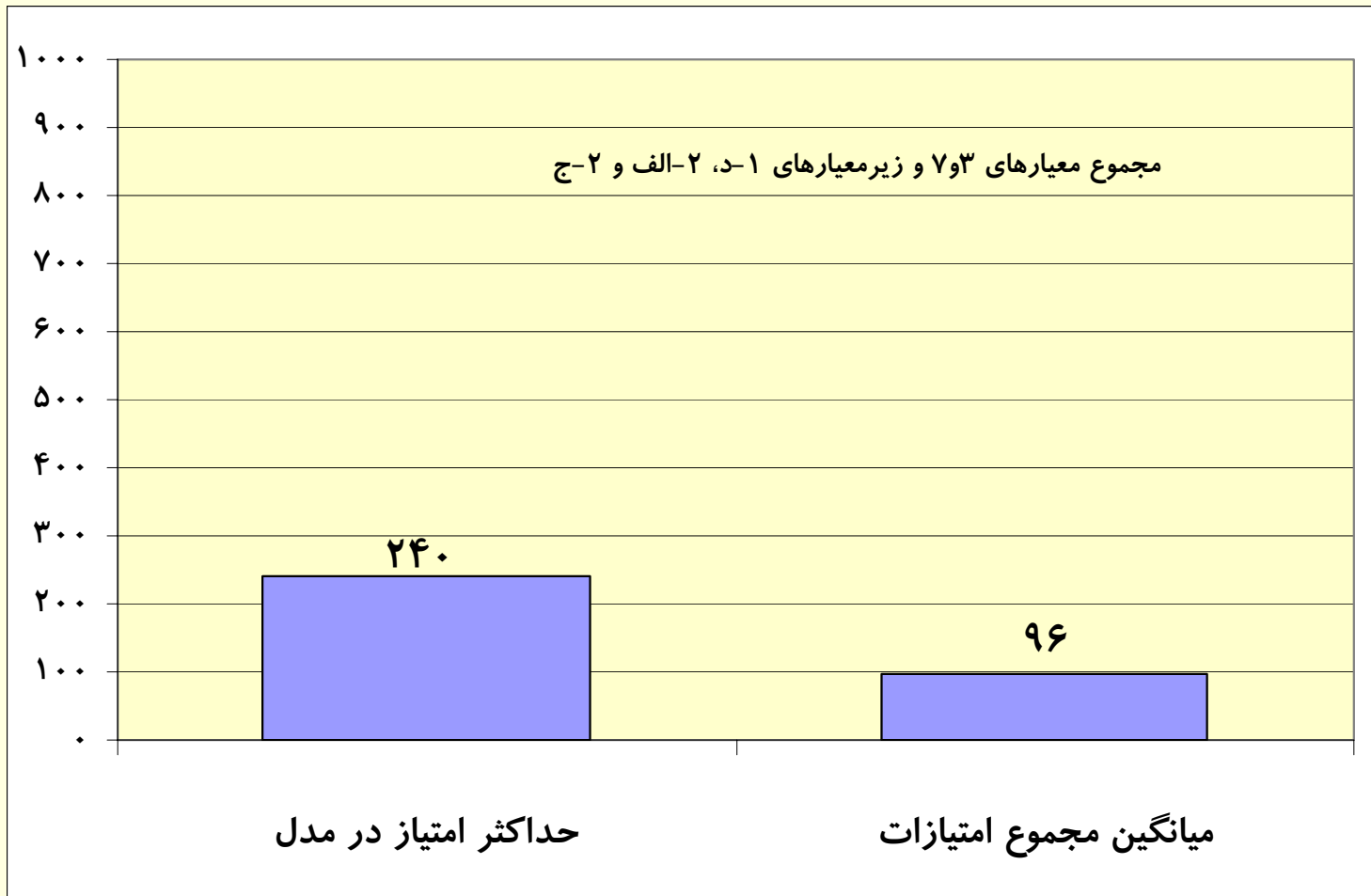


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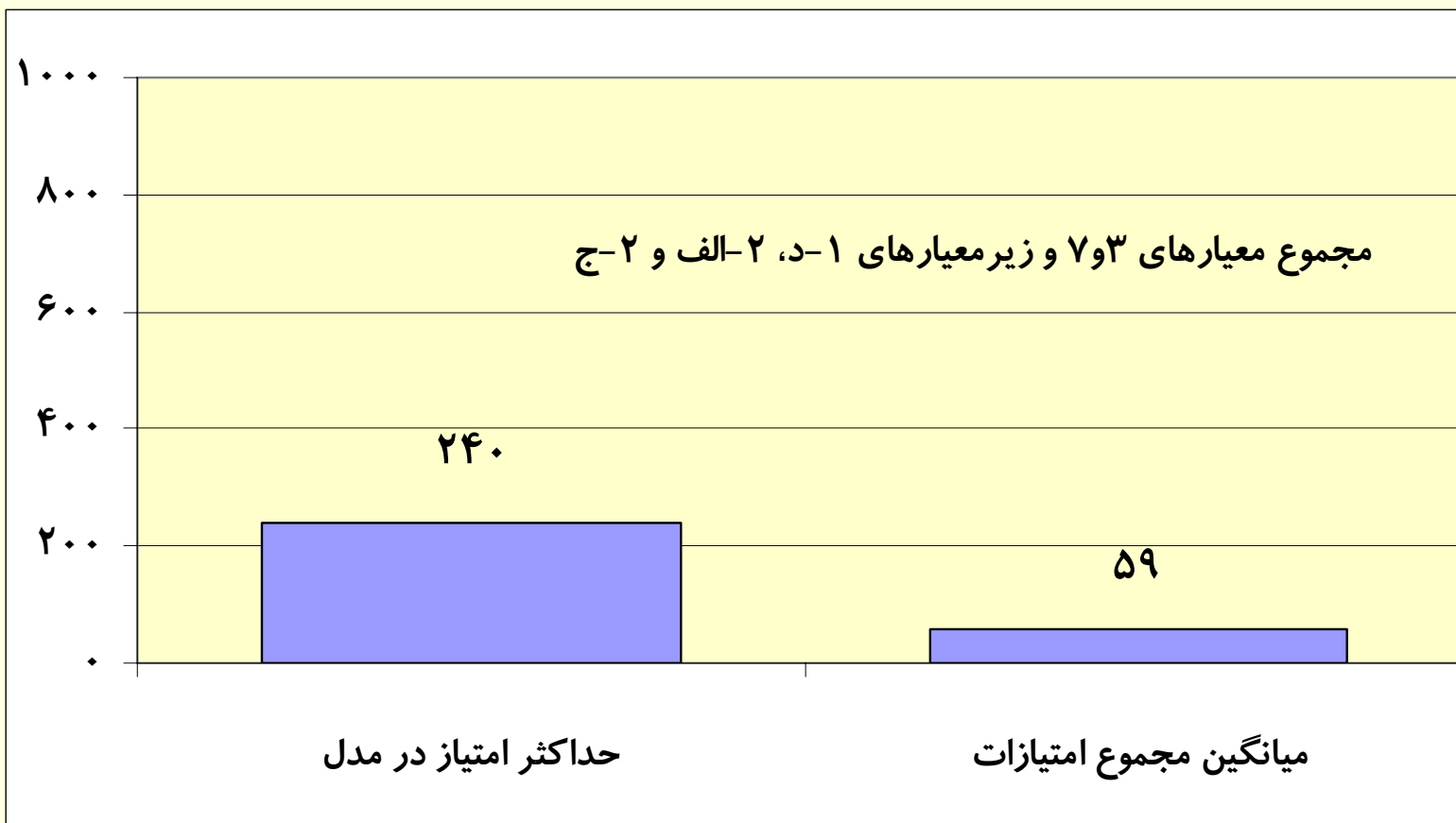




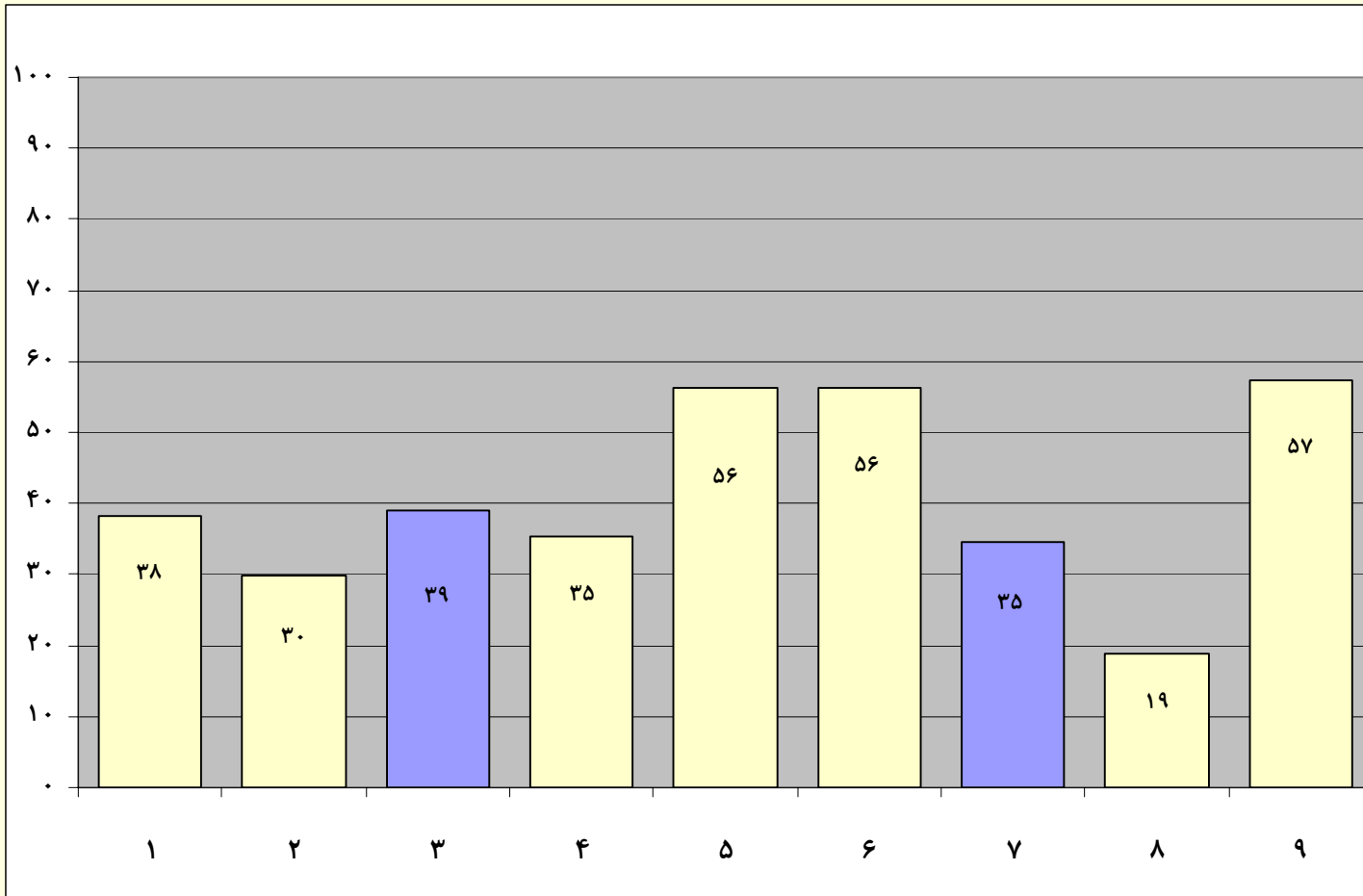
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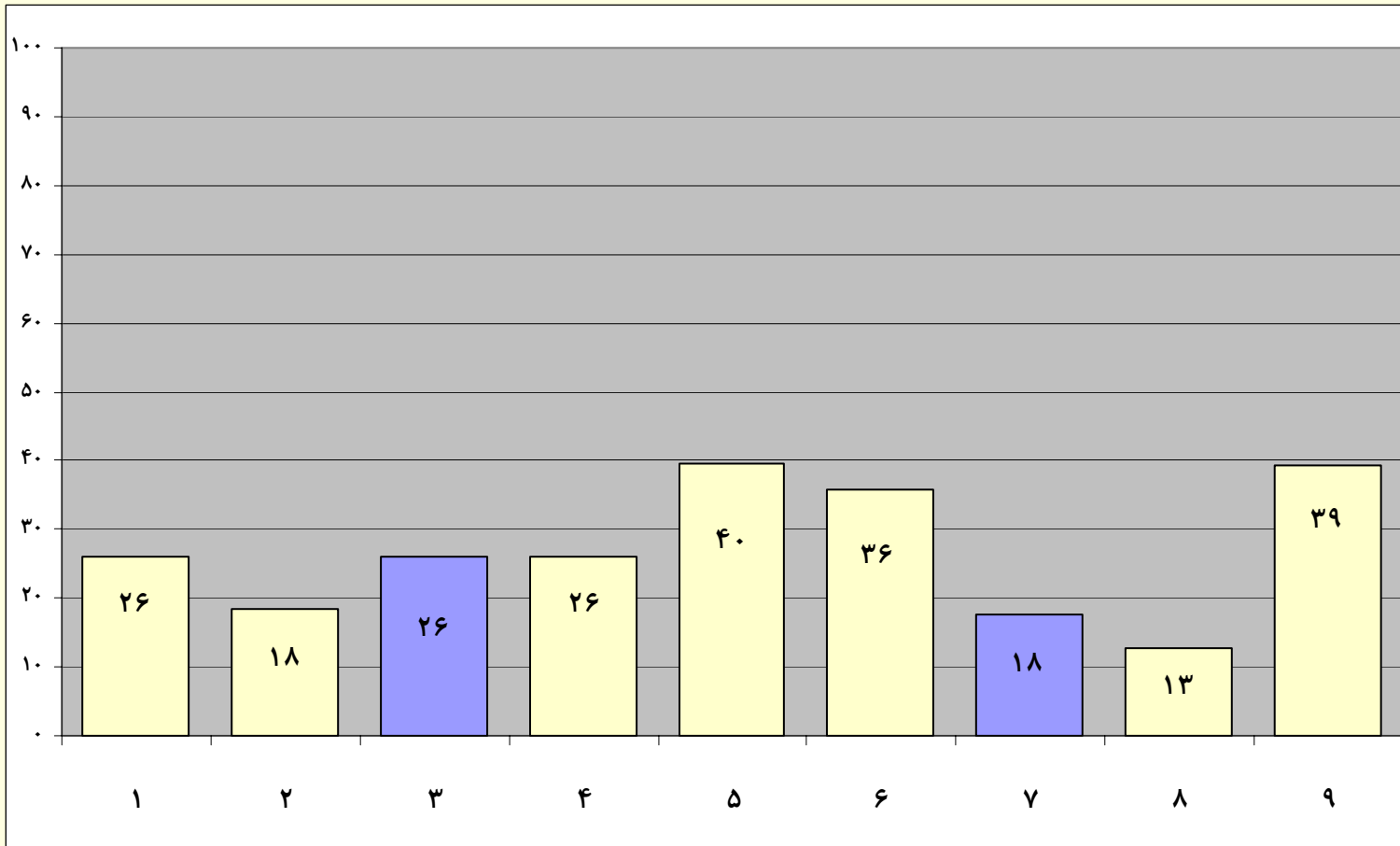
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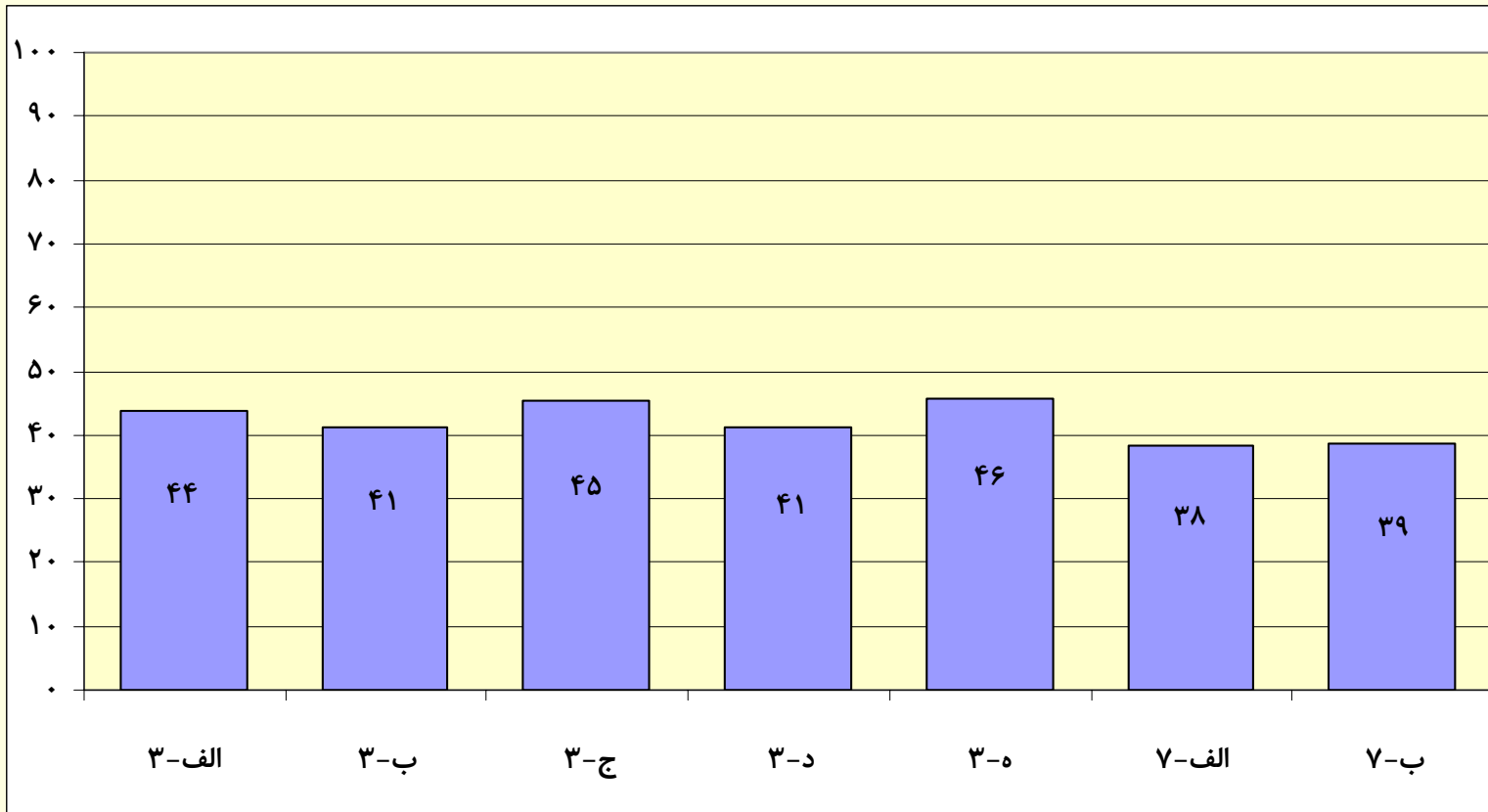


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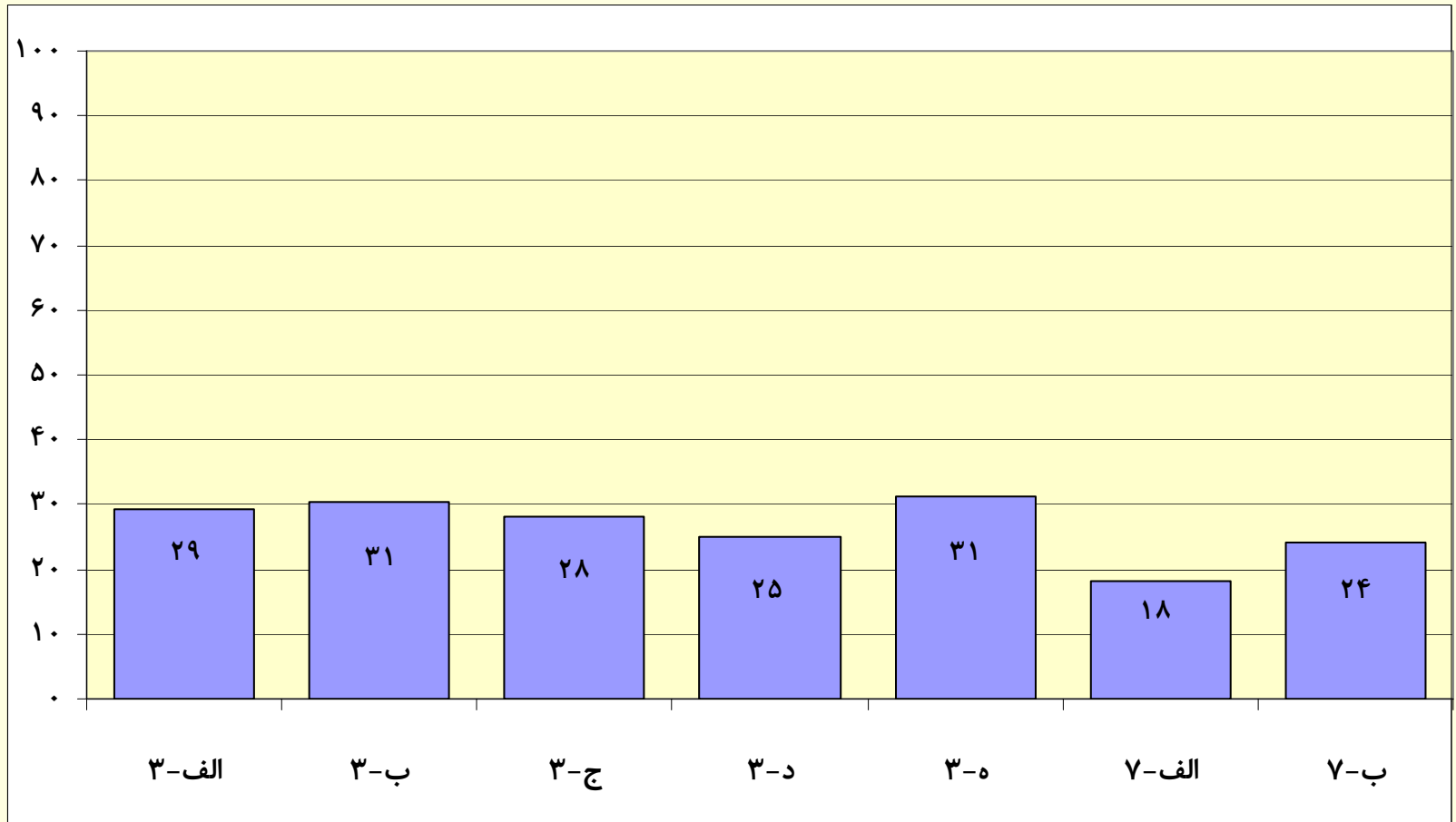


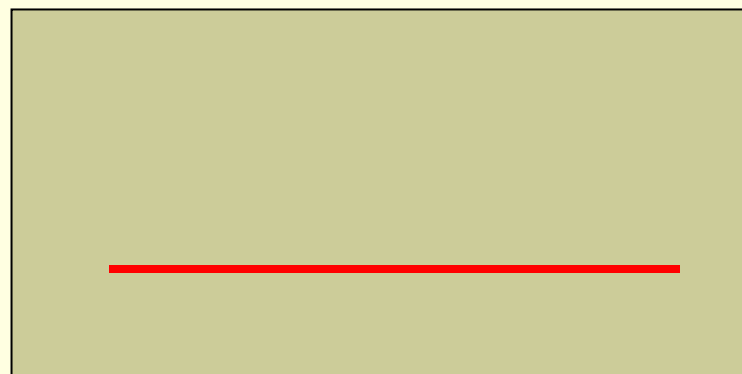
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*The Never Ending Journey  
in  
Pursuit of Excellence*

