



AMC

Business Excellence

Executive Leadership training program to create
Sustainable Excellence in your business



PROGRAM

OVERVIEW

Business Excellence is a leadership philosophy and methodology based on universal principles that leads to sustainable organisational excellence. This program provides business leaders with a solid foundation on how to drive continuous outstanding performance in their organisation.

Business Excellence and the Business Excellence Framework (BEF) is an integrated leadership and management system that describes the elements essential to sustainable organisational excellence.

It can be used to assess and

improve any aspect of an organisation, including leadership, strategy and planning, people, information and knowledge, safety, service delivery, product quality and bottom-line results.

In this program you will learn the essentials of how the world's best

organisations achieve excellence in a practical and applicable way.

Customised for business leaders, the program provides an essential foundation that you can use to create change in your organisation.

PROGRAM

BENEFITS

To your organisation:

- > Achieve a basis for stronger financial performance
- > Raise productivity of your people and reduce costs
- > Engage teams in process improvement and increase staff satisfaction
- > Increase the capacity to manage change
- > Improve decision-making capabilities
- > Increase understanding of your customers.

To you:

- > Develop a "Systems Thinking" viewpoint for delivering value to your customers
- > Understand the impact that variation is having your business and staff
- > Learn how you can self-assess opportunities for improvement today
- > Develop your statistical thinking to improve your decision making capability
- > Learn how to lead sustainable change.



PROGRAM

FACILITATOR

Rob Palmer

Business Excellence Practitioner

Rob served in Telecommunications for 40 years and has broad experience in engineering, training, marketing, sales and general management. He returned to formal education mid-life.

In 1988 Rob discovered the leadership philosophy of Dr. Edwards Deming and set about applying it as a Regional Manager of Telecom Business Services. Staff morale and customer satisfaction improved dramatically while costs decreased. He successfully applied the

same philosophy as a Telstra National General Manager.

Since then Rob has assisted some 300 Schools, 40 Councils, 400 Businesses to apply the "Enterprise Excellence" philosophy. A significant number of these enterprises have been recognised in the Australian Business Excellence Awards.

Rob's practical approach to business management based on sound and proven principles, experience and exceptional track record in coaching business leaders, makes him an outstanding executive coach.



PROGRAM DELIVERY

You may choose to attend the Introductory Workshop or the entire course on Business Excellence.

Class sizes are kept small ensuring that you will get maximum value from discussions.

Each workshop session runs for 3 hours on a weekday evening. The sessions will commence with a light meal.

Introductory Workshop

Is designed to give attendees an overview of business excellence and an introduction to the Business Excellence Framework.

During the workshop, attendees will learn the importance of

universal management principles, why continuous improvement is necessary in the business excellence journey, systems thinking and “changing the conversation”.

All attendees will be provided with a student workbook containing copies of the slides, background notes and homework assignments.

The workshop is highly interactive and attendees are encouraged to participate in discussion.

Full Course

For those attendees choosing the continue after the Introductory Workshop, a full 8-session course

provides an outstanding forum for learning the principles of business excellence.

Attendees are provided with a workbook covering the entire course, covering all aspects necessary to implement a business excellence initiative at your organisation.

Following each session, you are encouraged to complete an assignment looking at how to implement business excellence at your organisation.

Each assignment task builds into an action plan that you can use to drive change a cross your organisation.

PROGRAM SCHEDULE

The program will commence with an introductory evening dinner session, starting at 6pm.

Introducing Business Excellence, the workshop is highly interactive and attendees are encouraged to discuss their own experience and raise issues that are affecting their organisation.

Attendees can elect to continue with the full Business Excellence course by paying an additional full-course fee.

Subsequent sessions are scheduled for one evening each fortnight, with participants provided with “homework” that is discussed at the start of each

session. Attendees are encouraged to use the skills they have developed to provide peer-review, with the facilitator providing insights into what other organisations have done in similar circumstances.

Session	Topics Covered
Module 1	<p>Introductory Dinner—Getting started on the journey to Systems Thinking</p> <p>Key theme: “Systems Thinking” —managers need to work “on” the system not “in” the system.</p> <ul style="list-style-type: none"> > Establish a philosophy of business excellence in your organisation > The Wellbeing and Continuous Improvement models > Mapping the Sustainable Excellence journey > Understanding and living Universal Principles for individuals and organisations > Fish principle.
Module 2	<p>Mapping your Organisation as a System</p> <p>Key theme: Getting to the heart of what your organisations delivers to your customers.</p> <ul style="list-style-type: none"> > The Value Adding chain (value stream in your organisation) > Benefits of Systems Thinking > Understanding variability and it’s effect on your business and people.
Module 3	<p>Self-assessing the current state of your business</p> <p>Key theme: Determining where to start in changing your organisation.</p> <ul style="list-style-type: none"> > Self assessment process > Identifying the enterprises strengths and opportunities for improvement > Prioritising opportunities for improvement.
Module 4	<p>PDSA improvement cycle and tools</p> <p>Key theme: What tools are available to help you understand organisational issues.</p> <ul style="list-style-type: none"> > Understanding the improvement cycle and it’s role in business excellence > Understanding the current state of your organisation > Identifying the “long levers” for improvement > Root cause analysis—how does it work and what are the benefits.
Module 5	<p>PDSA improvement cycle and tools (continued)</p> <p>Key theme: Understanding where to start in improving your organisation.</p> <ul style="list-style-type: none"> > Process benchmarking—what can we learn from others organisations? > Improving relationships and processes > Action planning to implement change.
Module 6	<p>PDSA improvement cycle and tools (continued)</p> <p>Key theme: How to make the right decisions that will lead to improvement.</p> <ul style="list-style-type: none"> > Statistical thinking > Determining what to measure > Collecting and displaying data > Listening to the “voice of the system”.
Module 7	<p>Capturing the enterprise memory to build a learning organisation</p> <p>Key theme: How to create continuous learning and change.</p> <ul style="list-style-type: none"> > Documenting your system, processes, policies and supporting documents > The importance in investing in your people— training > Coaching for sustainability.
Module 8	<p>Leading and sustaining excellence</p> <p>Key theme: Bring it all together.</p> <ul style="list-style-type: none"> > Enabling continuous improvement > Stimulus/response model > Core leadership processes > Conversation changing questions.



PROGRAM OUTCOMES

After successful completion of the program, attendees will have gained an understanding of Business Excellence principles and have worked through an initial application of the techniques in their organisation. Each student will receive a certificate to acknowledge they have achieved a solid foundation in Business Excellence and developed an action plan for creating change in their organisation.

As a business leader participating in the program, you should be actively involved in the process of organisational change or be in a position to act as a catalyst of change.

Ideally, you will have a desire to learn how to lead change and have a passion for creating excellence in your organisation.

The Business Excellence course is designed as a practical introduction, with an emphasis on applying the skills learnt. You are encouraged to test ideas from each session through the activities in each assignment.

At the start of each session, you will have a chance to present your results and peer-review other

attendees answers. Peer-review encourages open facilitated discussion.

The result is an action plan for your organisation that can be used to drive change long after the course has completed.

PROGRAM

INVESTMENT

Introduction to Business Excellence (Introductory Dinner only) AUD\$55 (inc GST) per person

Full Business Excellence Program (8 Modules including Introductory Dinner):

- > Commercial organisations and individuals—AUD\$1890 (inc GST) per person
- > Not For Profit organisations—AUD\$1500 (inc GST) per person
- > 20% discount for the second attendee from the same organisation.

Introduction to Business Excellence

This costing includes a light dinner, student workbook and 3hr introductory workshop.

Full Business Excellence Program

This costing includes facilitated workshop sessions, student workbook, facilitated peer-review sessions of assignments at the start of each module.

To find out more about this unique Executive Program for Business Excellence or to book, visit www.marketplaceconnections.com or contact AMC directly on (03) 9816-7114



"The Business Excellence course provided a solid foundation for our business - particularly in the area of strategic planning. The process was simple yet powerful. It helped us develop 'our story' - what makes us unique. We constantly are referring to learning from the program."

Wayne Dyson, CEO BridgeWorks Pty Ltd

"Our whole law firm is now engaged on an exciting and formative journey of business excellence. We are thinking, talking and planning about the future of our firm in a focussed and strategic way, with passion and enthusiasm. We are implementing new policies, processes and practice protocols for the great benefit of ourselves, our clients and other stakeholders. I highly recommend the workshops with Rob Palmer because the journey must start with a sound understanding of the essentials for attaining to excellence in business."

David Sharrock, CEO, Sharrock Pitman Legal

Feedback from past attendees:

"The course exceeded my expectations."

"The Business Excellence manual is full of Gold nuggets."

"I previously appreciated the processes of Business Excellence but didn't know how to implement them in my business."

"My staff wanted to order product on gut feelings but using the "give me the data" principle I have now avoided over-ordering."

"My business structure has been like spaghetti, but the Business Excellence processes have helped us get it together out of the filing cabinet and make it accessible."



About Business Revolutions

Business Revolutions helps medium to large sized organisations find meaning in their work by creating clarity in their Purpose, enhance the engagement of their people, streamline processes to make them Lean, so that Performance is measurably better—day by day.

The company provides management consulting services, training and mentoring.



AMC

About AMC

Australian Marketplace Connections works with Christian civic, business and professional people, to equip, train, encourage and support them in taking the Kingdom of God in to the marketplace. The organisation provides a range of services including Integrated Leadership Groups (ILG), Destineers and Soul Food Breakfast Club(s), workshops, training courses and the Cre8 Business Conference.