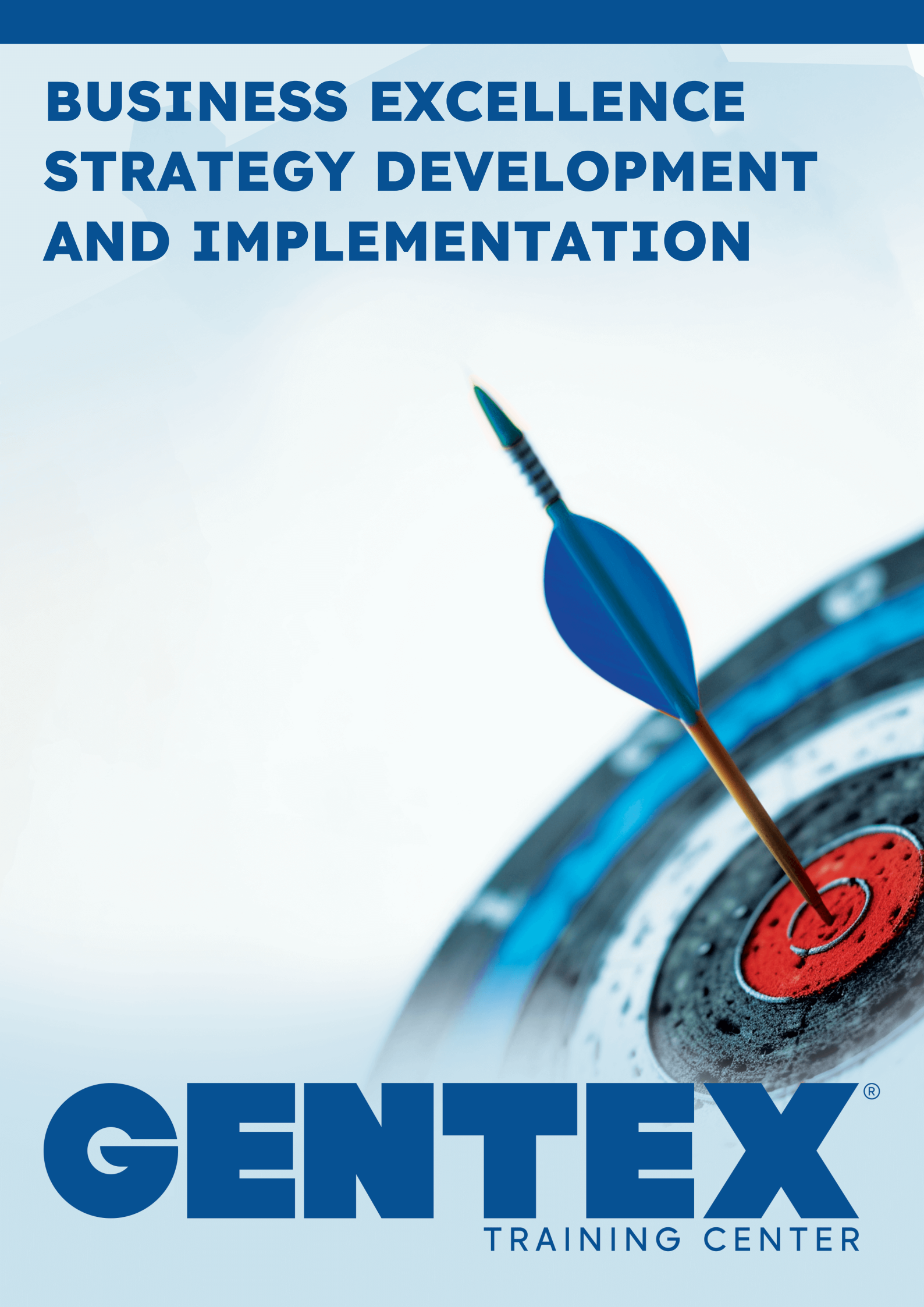
BUSINESS EXCELLENCE STRATEGY DEVELOPMENT AND IMPLEMENTATION



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Introduction

Business Excellence Strategy Development and Implementation examines how organizations build a strategy for excellence and then make it real across processes, people, and performance. This Training Course covers excellence models, self-assessment, strategy formulation, and improvement deployment. Participants study the EFQM Model, the Baldrige Excellence Framework, ISO 9004 guidance, the Deming cycle, and the Balanced Scorecard. Furthermore, the programme connects assessment to action through self-assessment labs, improvement roadmap design, and deployment simulation. As a result, delegates leave able to score maturity honestly, prioritise improvement, and sustain excellence as a working system rather than a certificate.

Business Excellence Strategy Development and Implementation Course Objectives

- Define business excellence and its operating principles.
- Apply the EFQM Model criteria and RADAR logic.
- Interpret the Baldrige Excellence Framework and ISO 9004.
- Conduct structured self-assessment and score maturity.
- Analyse strengths, gaps, and improvement opportunities.
- Formulate an excellence strategy aligned with business strategy.
- Build improvement roadmaps, projects, and owners.
- Deploy improvement using PDCA and project disciplines.
- Measure excellence performance through KPIs and dashboards.
- Sustain excellence through governance, culture, and review.

Course Methodology

- Interactive workshops using real assessment and excellence files.

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- EFQM RADAR scoring and self-assessment labs.
- Improvement roadmap and project portfolio design exercises.
- PDCA deployment and root cause analysis workshops.
- Excellence governance and review simulation.
- Action planning that converts each session into a workplace commitment.

Who Should Take This Course

- Quality and excellence managers and officers.
- Continuous improvement and Lean specialists.
- Strategy and performance management professionals.
- Department heads and process owners.
- Internal auditors and assessors.
- Organisational development practitioners.
- Professionals preparing excellence award submissions.

Business Excellence Strategy Development and Implementation Course Outlines

Day 1: Business Excellence Foundations

- Defining business excellence and its principles.
- Excellence models overview: EFQM, Baldrige, and ISO 9004.
- Maturity concepts and assessment logic.
- Excellence versus compliance and certification.
- Governance of excellence programmes.
- Roles, sponsors, and assessor teams.

- Building the excellence framework and roadmap.

Day 2: EFQM Model and RADAR Assessment

- EFQM direction, execution, and results criteria.
- RADAR logic: results, approach, deploy, assess, refine.
- Scoring scales and evidence requirements.
- Self-assessment methods and data collection.
- Stakeholder perception and performance results.
- Assessor calibration and consensus scoring.
- Documenting assessment findings.

Day 3: Baldrige, ISO 9004, and Benchmarking

- Baldrige criteria categories and scoring.
- ISO 9004 guidance for sustained success.
- Comparing models and selecting the right fit.
- Benchmarking methods and best practice study.
- Process maturity and capability assessment.
- Root cause analysis and problem-solving tools.
- Prioritising improvement opportunities.

Day 4: Excellence Strategy and Improvement Deployment

- Linking excellence to business strategy.
- Improvement roadmap and project portfolio design.
- Objectives, targets, and improvement KPIs.

- PDCA and DMAIC deployment cycles.
- Lean and Six Sigma project selection.
- Change management for improvement adoption.
- Resource allocation and benefit estimation.

Day 5: Governance, Culture, and Sustained Excellence

- Excellence governance and review cadence.
- Performance dashboards and results reporting.
- Award submission preparation and site visits.
- Culture, leadership, and employee engagement.
- Knowledge management and lessons learned.
- Benefits realisation and maturity re-assessment.
- Personal action plan and continuous improvement.

Conclusion

By successfully completing Business Excellence Strategy Development and Implementation, participants will have acquired a practical command of excellence models, self-assessment, improvement prioritisation, and deployment. They will know how to score maturity with evidence, build an excellence strategy that links to business goals, and run improvement as a governed portfolio rather than scattered projects. In addition, the course prepares delegates to prepare award submissions and sustain excellence through culture and review. As a result, they return to work ready to make excellence a working system. Gentex Training Center delivers this Training Course with a practical, standards-based approach.

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FAQs for the Business Excellence Strategy Development and Implementation course

Q1 What is the "Business Excellence Strategy Development and Implementation" course about?

It is a five-day programme that explains how an excellence strategy is built and deployed. It covers the EFQM Model and RADAR, the Baldrige Excellence Framework, ISO 9004, self-assessment and scoring, benchmarking, improvement roadmaps, PDCA and DMAIC deployment, governance, and award preparation.

Q2 What are the key benefits of the "Business Excellence Strategy Development and Implementation" course?

Participants gain the ability to assess maturity honestly with evidence, prioritise improvement where it matters, and link excellence to business strategy rather than treating it as a certificate exercise. They also learn to deploy improvement through governed portfolios and to sustain results through culture and review.

Q3 What skills will I gain from the "Business Excellence Strategy Development and Implementation" course?

Excellence model application with EFQM, Baldrige, and ISO 9004 interpretation, self-assessment and RADAR scoring with evidence-based maturity rating, improvement prioritisation with root cause analysis and benchmarking, and excellence deployment with PDCA, DMAIC, and governance.

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Q4 What tools, methods, or standards are covered in the "Business Excellence Strategy Development and Implementation" course?

The course covers the EFQM Model criteria and RADAR logic, EFQM scoring scales and evidence requirements, the Baldrige Excellence Framework categories and scoring, ISO 9004 guidance for sustained success, maturity and capability assessment methods, self-assessment techniques and data collection, stakeholder perception and performance results analysis, assessor calibration and consensus scoring, benchmarking and best practice study methods, process maturity assessment, root cause analysis tools, improvement opportunity prioritisation, excellence-to-strategy alignment, improvement roadmap and project portfolio design, objective, target and KPI setting for improvement, PDCA and DMAIC deployment cycles, Lean and Six Sigma project selection, change management for improvement adoption, resource allocation and benefit estimation, excellence governance and review cadence design, performance dashboard and results reporting, excellence award submission and site visit preparation, culture, leadership and engagement practices, knowledge management and lessons learned, benefits realisation, and maturity re-assessment methods.

Q5 How is the "Business Excellence Strategy Development and Implementation" course applied in real-world practice?

Delegates apply it through self-assessment reports, RADAR scorecards, maturity profiles, gap analyses, benchmarking studies, excellence strategies, improvement roadmaps, project charters, KPI sets, performance dashboards, governance terms of reference, review reports, award submissions, and benefits trackers. They also use it to brief executive sponsors and to prepare assessment and site visit teams.