

**INSTITUTIONAL
EXCELLENCE**



GENTEX[®]
TRAINING CENTER



Introduction

Institutional Excellence Training Course gives leaders and improvement teams a complete method for building organizations that perform at a consistently high standard. Excellence is not a single award or a short campaign; it is a system of leadership, strategy, processes, people, and results that improves year after year. This program draws on internationally recognized excellence models and quality frameworks. As a result, participants learn to assess their organizations objectively, identify gaps, and design improvement plans that deliver measurable outcomes. Furthermore, the course covers benchmarking, self-assessment, and evidence-based reporting. Participants also practice leading change, engaging employees, and preparing strong submissions for national and international excellence awards.

Institutional Excellence Course Objectives

- Apply the EFQM Excellence Model to assess organizational performance.
- Conduct structured self-assessments using RADAR logic and scoring matrices.
- Evaluate the criteria of the Malcolm Baldrige National Quality Award.
- Align vision, mission, and strategy through policy deployment methods.
- Design key performance indicators and scorecards for excellence tracking.
- Apply benchmarking methodology to compare performance with leading organizations.
- Strengthen process management using the ISO 9001 quality management principles.
- Build employee engagement and learning and development systems.
- Plan and manage excellence award submissions and site visits.
- Lead continuous improvement using PDCA and Kaizen cycles.

Course Methodology

- Facilitated sessions built around recognized excellence frameworks.



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- Hands-on self-assessment workshops using EFQM scoring matrices.
- Case studies from award-winning public and private organizations.
- Group exercises in benchmarking and root cause analysis.
- Evidence-gathering practice for award submissions.
- Role-play and simulation of assessor interviews.
- Structured peer review, feedback, and personal action planning.

Who Should Take This Course

- Quality and excellence managers and officers.
- Performance improvement and organizational development specialists.
- Department heads and senior team leaders.
- Strategy and planning professionals.
- Internal auditors and assessors.
- Human resources and training managers.
- Consultants supporting excellence and accreditation programs.

Institutional Excellence Course Outlines

Day 1: Foundations of Institutional Excellence

- Defining institutional excellence and its core principles.
- Evolution of excellence models: EFQM, Baldrige, and Deming Prize.
- The EFQM model: direction, execution, and results.
- Fundamental concepts: adding value and creating a sustainable future.
- Leadership roles in building an excellence culture.
- Linking governance and ethics to excellence.



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- Case study: how a leading organization began its excellence journey.

Day 2: Self-Assessment and Diagnostic Tools

- The RADAR logic: results, approach, deploy, assess, and refine.
- Building self-assessment teams and evidence libraries.
- Scoring matrices and consensus scoring techniques.
- Questionnaires, workshops, and interview-based assessment.
- Root cause analysis with fishbone diagrams and the 5 Whys.
- Identifying strengths, gaps, and improvement priorities.
- Workshop: running an EFQM-based self-assessment.

Day 3: Strategy, Processes, and Performance Management

- Translating strategy into objectives with Hoshin Kanri policy deployment.
- The Balanced Scorecard and strategy maps.
- Designing SMART key performance indicators.
- Process management and the ISO 9001 quality management system.
- Mapping and improving core value-adding processes.
- Managing risk and business continuity in excellent organizations.
- Building performance dashboards and review routines.

Day 4: People, Partnerships, and Customer Focus

- Employee engagement drivers and measurement methods.
- Learning, development, and talent management systems.
- Customer satisfaction measurement and Net Promoter Score.



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- Supplier and partnership management for mutual value.
- Building a culture of innovation and knowledge sharing.
- Communication strategies for excellence programs.
- Workshop: designing an engagement and customer focus plan.

Day 5: Benchmarking, Awards, and Sustained Improvement

- Benchmarking types: internal, competitive, and functional.
- Conducting a benchmarking study from planning to reporting.
- Preparing award submissions and managing site visits.
- Assessor feedback, scoring reports, and action plans.
- Continuous improvement with PDCA and Kaizen.
- Embedding excellence into daily routines and governance.
- Capstone: presenting a complete excellence roadmap.

Conclusion

By successfully completing Institutional Excellence Training Course, participants will have acquired the knowledge to assess their organizations against proven excellence models, design improvement plans, measure performance with reliable indicators, and lead a culture of continuous improvement. They will also understand how to prepare award submissions, use benchmarking evidence, and sustain results over time. Gentex Training Center delivers this program through applied workshops and expert facilitation, helping learners drive excellence in their own institutions.

FAQs for the Institutional Excellence course





Q1 What is the "Institutional Excellence" course about?

It is a training program that teaches how to assess and improve organizational performance using recognized excellence models. It covers self-assessment, strategy deployment, process management, performance measurement, benchmarking, and award readiness.

Q2 What are the key benefits of the "Institutional Excellence" course?

Participants gain a clear picture of organizational strengths and gaps, structured improvement plans, and stronger performance evidence. Organizations benefit from better alignment between strategy and daily work, higher employee engagement, and results that hold up under external assessment.

Q3 What skills will I gain from the "Institutional Excellence" course?

Participants build excellence model self-assessment, strategy deployment and KPI design, benchmarking and process improvement, and award submission and assessor-interview readiness.

Q4 What tools, methods, or standards are covered in the "Institutional Excellence" course?

The course covers the EFQM Excellence Model and RADAR logic, the Malcolm Baldrige criteria, the Deming Prize framework, Hoshin Kanri policy deployment, the Balanced Scorecard, SMART KPIs, ISO 9001, PDCA, Kaizen, fishbone diagrams, the 5 Whys, and benchmarking methodology.



Q5 How is the "Institutional Excellence" course applied in real-world practice?

Learners apply it by running self-assessments inside their organizations, scoring results with RADAR, prioritizing improvement projects, deploying strategy through KPIs and dashboards, gathering evidence for award submissions, and reviewing progress in regular governance meetings.