

PERFORMANCE & ORGANIZATIONAL EXCELLENCE



GENTEX[®]
TRAINING CENTER



Introduction

Performance & Organizational Excellence Training Course builds practical skills to design, measure, and sustain high performance across an organization. Achieving lasting results requires clear metrics, strong processes, and a culture that supports continuous improvement. This course introduces participants to performance management frameworks, quality models, and process improvement tools that drive measurable outcomes. Furthermore, it covers methods for aligning individual and team performance with strategic goals. Participants also explore benchmarking techniques and excellence models used by leading organizations worldwide. As a result, attendees gain the ability to build performance systems that support long-term organizational growth. Gentex Training Center designed this program to strengthen performance management capabilities across all levels.

Performance & Organizational Excellence Course Objectives

- Apply performance management frameworks to align goals across teams
- Design key performance indicators using the balanced scorecard approach
- Apply the EFQM Excellence Model to assess organizational maturity
- Use root cause analysis tools to address performance gaps
- Build performance appraisal systems that support fair evaluation
- Apply Lean and Six Sigma principles to improve process efficiency
- Design feedback mechanisms that reinforce continuous improvement
- Benchmark organizational performance against industry standards
- Develop action plans to close identified performance gaps
- Align individual objectives with organizational strategy using OKRs

Course Methodology



LEARN BOLD. LEAD BEYOND

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- Interactive lectures covering performance and excellence frameworks
- Practical workshops applying the balanced scorecard and OKRs
- Case studies examining organizations recognized for excellence
- Group exercises using root cause analysis tools
- Simulations of performance appraisal and feedback sessions
- Structured discussions on process improvement techniques

Who Should Take This Course

- Performance management and quality professionals
- Department heads responsible for team performance
- HR professionals designing appraisal systems
- Operations managers driving process improvement
- Strategy and planning professionals aligning organizational goals
- Business leaders pursuing operational excellence

Performance & Organizational Excellence Course Outlines

Day 1: Foundations of Performance Management

- Defining performance management principles and goals
- Reviewing the balanced scorecard framework
- Aligning performance metrics with strategic objectives
- Identifying key performance indicators by function
- Understanding performance management cycles
- Mapping stakeholder roles in performance systems





Day 2: Organizational Excellence Models

- Applying the EFQM Excellence Model framework
- Reviewing the Malcolm Baldrige criteria for excellence
- Assessing organizational maturity levels
- Identifying enablers and results within excellence models
- Benchmarking against high-performing organizations
- Building an excellence roadmap

Day 3: Process Improvement Tools and Techniques

- Applying Lean principles to eliminate waste
- Using Six Sigma tools to reduce process variation
- Conducting root cause analysis using fishbone diagrams
- Mapping processes to identify improvement opportunities
- Applying the PDCA cycle for continuous improvement
- Measuring process performance indicators

Day 4: Performance Appraisal and Feedback Systems

- Designing fair and objective appraisal systems
- Applying 360-degree feedback methods
- Setting SMART objectives for individual performance
- Conducting effective performance review conversations
- Addressing underperformance constructively
- Linking appraisal outcomes to development plans



Day 5: Strategic Alignment and Sustaining Excellence

- Applying OKRs to align individual and organizational goals
- Building a performance-driven organizational culture
- Developing action plans to close performance gaps
- Measuring the impact of excellence initiatives
- Sustaining continuous improvement over time
- Presenting performance results to leadership

Conclusion

By successfully completing Performance & Organizational Excellence, participants will have acquired practical knowledge to design performance frameworks, apply excellence models, and drive continuous improvement. Furthermore, attendees gain skills in process improvement, appraisal design, and strategic alignment. This Performance & Organizational Excellence Training Course prepares professionals to build performance systems that support sustainable organizational growth. Gentex Training Center remains committed to delivering practical programs that strengthen performance and excellence capabilities.

FAQs

Q1 What is the "Performance & Organizational Excellence" course about?

This course covers performance management frameworks, organizational excellence models, process improvement tools, and appraisal systems designed to help organizations align goals, measure results, and sustain continuous improvement across all levels.



Q2 What are the key benefits of the "Performance & Organizational Excellence" course?

Participants gain the ability to design effective performance systems and drive measurable improvement. As a result, organizations benefit from stronger alignment, higher efficiency, and a culture that supports sustained operational excellence.

Q3 What skills will I gain from the "Performance & Organizational Excellence" course?

Attendees develop skills in scorecard design, root cause analysis, appraisal system design, and strategic alignment, enabling them to build performance frameworks that connect individual efforts to organizational goals.

Q4 What tools, methods, or standards are covered in the "Performance & Organizational Excellence" course?

The course addresses the balanced scorecard, EFQM Excellence Model, Lean and Six Sigma tools, root cause analysis techniques, and OKR frameworks used to manage and improve organizational performance.

Q5 How is the "Performance & Organizational Excellence" course applied in real-world practice?

Professionals apply these methods when designing performance scorecards, conducting appraisals, leading process improvement projects, and aligning team objectives with strategy, directly supporting sustained organizational excellence.