

Panel Discussion EFQM



19 November 2019



Who are we.....



EFQM[®]

- 40+ countries
- 30 years
- Offices in Dubai, London and Brussels
- Model translated into 30+ languages



What is Excellence today – or what it's not....



- It's not just continuous improvement
- Its not 1, 2 or 3 year cycles of assessment
- Nor benchmarking against others as a badge of honour
- And definitely not shouting about employee surveys, supplier surveys, etc
- Thousands of metrics on business performance

What is Excellence



- Managing bold transformation, change and disruption
- Nurturing the right culture in your organisation
- Managing your ecosystem
- Cognitive diversity
- Growth mindset
- Sentiment analysis
- Organisational network analysis

Challenges for the Excellence Industry



- Lack of technology platforms and tools to deliver support – poor UX
- Assessments take the time you should be spending on hiring better people, developing leaders, nurturing culture and dealing with day to day disruption in your markets
- Rigid model structures – what about lenses?
- What about start ups, SMEs – we are not relevant

How will excellence shape the future



- Having a wider purpose for people within organisations, society and communities
- Developing leaders in communities not just for organisations
- Guide organisations to use their power to focus on the “wicked problems”
- Adapt organisational models to fit real world challenges such as Circular Economy, Education and UNSDG
- Common language to help us all improve organisations and society

Conclusion



If we don't adapt to the change and disruption in the world, Excellence models will have no future

Technology, adaptable model, UX and lenses

