

**Working Towards Organizational Excellence**  
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**Introduction**

*Organizational excellence* refers to ongoing efforts to establish an internal framework of standards and processes intended to engage and motivate employees to deliver products and services that fulfill customer requirements within business expectations. Organizational excellence continues the progress established by a foundation such as total quality management, in which all levels of the organization participate in continual improvement.

Another perspective is to view organizational excellence as the successful integration of technology, infrastructure, and personnel. Organizational excellence is often the result of transitional and transformational activities. Successful organizational outcomes require deliberate management and improvement in the below said key areas which will be discussed during the two day training program.

**Objectives**

1. Identifying Needs which companies and organizations commit themselves to satisfy.
2. Establishing shared Objectives and desired Results linked to measures of Quality.
3. Defining the Work that has to be done together with the Policies and Procedures to establish a supportive work climate.
4. Determining the core Competences needed and empowering people with skills and teambuilding needed, to achieve results.

**Topics**

1. Creating Organizational excellence
2. Employee Empowerment
3. Quality Management
4. Goal Achievement
5. Information Network and Analysis
6. Performance Work Management
7. Employee Engagement
8. Employee Retention

**Who Can Participate**

Middle and Senior Level Management.