

# € TRAINING

Foundations of Institutional Excellence



3 - 7 November 2024  
Dubai (UAE)



# Foundations of Institutional Excellence

REF: ST2805 DATE: 3 - 7 November 2024 Venue: Dubai (UAE) - Fee: 4400 Euro

## Introduction:

This training program introduces participants to the fundamental concepts and frameworks of Institutional Excellence, equipping them with the knowledge and tools to apply these principles within their organizations.

## Program Objectives:

By the end of this program, participants will be able to:

- Understand the core principles of Institutional Excellence.
- Identify the key components that contribute to organizational performance.
- Learn the process of developing and implementing an excellence framework.
- Gain insights into quality management systems and performance measurement.
- Apply best practices and models for continuous improvement in the workplace.

## Targeted Audience:

- Entry-level employees.
- Junior managers or supervisors.
- Administrative staff.
- New professionals in public or private institutions interested in organizational improvement.

## Program Outlines:

### Unit 1:

#### Foundations of Institutional Excellence:

- Definition and importance of Institutional Excellence.
- History and evolution of excellence models e.g., EFQM, Malcolm Baldrige.
- Key principles of excellence: leadership, strategy, customer focus, and people management.
- Relationship between institutional excellence and organizational sustainability.

- Overview of quality management systems QMS and their role in excellence.

## Unit 2:

### Leadership and Strategic Management:

- Role of leadership in driving institutional excellence.
- Developing a vision and mission aligned with excellence principles.
- Leadership styles that foster a culture of continuous improvement.
- Strategic planning and its contribution to institutional excellence.
- Successful leadership in excellence-driven organizations.

## Unit 3:

### Process Management and Innovation:

- Understanding process management in the context of excellence.
- The role of innovation in achieving institutional excellence.
- Process improvement methodologies e.g., Lean, Six Sigma.
- Measuring process efficiency and effectiveness.
- Tools and techniques for fostering innovation within organizations.

## Unit 4:

### Customer and Stakeholder Focus:

- Identifying key stakeholders in the institutional excellence journey.
- The role of customer satisfaction in achieving excellence.
- Tools for measuring and improving customer experience.
- Best practices for stakeholder engagement.
- Strategies for incorporating customer feedback into process improvements.

## Unit 5:

### Continuous Improvement and Performance Measurement:



- Importance of performance measurement in institutional excellence.
- Key performance indicators KPIs for monitoring progress.
- Importance of Implementing a continuous improvement culture in organizations.
- Benchmarking and comparing performance with industry leaders.
- Creating a feedback loop to ensure sustained excellence.