

# € TRAINING

Organizational Excellence Through Strategic Frameworks



1 - 5 December 2024  
Amman (Jordan)



# Organizational Excellence Through Strategic Frameworks

REF: ST2806 DATE: 1 - 5 December 2024 Venue: Amman (Jordan) - Fee: 3350 Euro

## Introduction:

This program aims to develop participants' understanding of the frameworks and strategies that drive excellence at an organizational level, building on basic concepts while integrating advanced approaches based on global best practices and academic research.

## Program Objectives:

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

- Understand the principles of institutional excellence and its impact on long-term organizational success.
- Learn how to implement excellence frameworks such as EFQM and the Deming Cycle PDCA.
- Gain insights into the role of leadership and strategy in achieving institutional excellence.
- Explore techniques for continuous improvement and innovation in organizational processes.
- Develop skills for measuring and evaluating organizational performance using key indicators.

## Targeted Audience:

- Mid-level managers responsible for operational excellence.
- Quality assurance professionals.
- Organizational development specialists.
- Strategic planners.
- Employees involved in business process improvement and performance management.

## Program Outlines:

### Unit 1:

#### Foundations of Institutional Excellence:

- Understanding Institutional Excellence: Historical Development and Key Concepts.
- Excellence Frameworks: EFQM Model, Baldrige Criteria, and others.
- The Role of Organizational Culture in Achieving Excellence.

- Benchmarking: Learning from Global Best Practices.
- Leadership's Role in Institutional Excellence.

## Unit 2:

### Strategic Planning and Institutional Excellence:

- Strategic Vision and Mission Alignment with Excellence Models.
- The Deming Cycle PDCA: Plan-Do-Check-Act.
- Integrating Excellence in Organizational Strategy.
- Risk Management in Achieving Institutional Excellence.
- Change Management for Excellence.

## Unit 3:

### Process Optimization for Excellence:

- Lean and Six Sigma Principles in Institutional Excellence.
- Process Mapping and Workflow Analysis.
- Total Quality Management TQM in Enhancing Institutional Performance.
- Innovation Management: Driving Excellence through New Ideas.
- Continuous Improvement Techniques Kaizen.

## Unit 4:

### Measuring and Evaluating Excellence:

- Key Performance Indicators KPIs for Institutional Excellence.
- Balanced Scorecard BSC Approach to Performance Measurement.
- Techniques for Assessing Organizational Performance Using the EFQM Framework.
- Data Analytics for Continuous Improvement.
- Reporting and Communicating Excellence Outcomes.

## Unit 5:



## Sustainability and Future Trends in Institutional Excellence:

- Sustainable Excellence: Linking Operational Excellence with Sustainability Goals.
- Digital Transformation in the Pursuit of Institutional Excellence.
- The Role of Artificial Intelligence in Enhancing Organizational Performance.
- Future Trends: Adapting Excellence Models to Emerging Technologies.