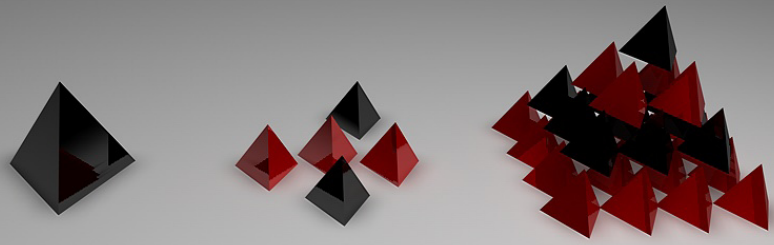


Business Excellence



The EFQM Business Excellence Model is a framework that allows you to compare your organisations performance in nine key areas against recognised best practice.

As a diagnostic tool the Excellence Model is a non-prescriptive framework allowing it to be adapted for all sectors and sizes of organisation. Diagnosis can either be through the form of self-assessment, where the organisation grade themselves against the criteria or as part of a wider assessment carried out by us, involving interviews and focus groups. The diagnosis helps identify strengths and areas for improvement and leads to the development of improvement plans designed to deliver sustainable growth.

Working with your Senior Management we facilitate your assessment of your organisation against the Business Excellence Framework. We examine each area of the model and have you score yourself before discussing what that really means and whether it is really as good or bad as you have said. We use the outputs of the discussion to create a prioritised action list which targets your agreed areas for improvement.

Through a combination of interviews and focus groups we use the model to get under the skin of your organisation and make sure you are “walking the talk”. Assessments take from one day to several days depending on the size of your organisation and depth you want covered. We produce a report detailing your strengths and areas for improvement and we can combine the assessment with our other tools to create a full Business Healthcheck for you.

After completing our workshops you will have the knowledge and materials to enable you to use the framework as ongoing self-assessment tool for your business ensuring you continue to diagnose strengths and areas for improvement and continue to develop improvement plans that deliver sustainable growth.

Assessment Process

The Business Excellence assessment is delivered over 1 or 2 days depending on the size of your organisation and your needs and involves:

Focus Groups: A one hour assessment by the leader of the business.

Session 2: A session by another group of up to ten managers.

Session 3: A review session for all, where differences of opinion are resolved, leading to agreement and alignment on action priorities.

Your facilitator helps you to focus on issues and differences and improve the quality of discussion and decision making.

Deliverables

- An assessment of your business against a best practice framework
- Identification of strengths and areas for improvement within your business
- Creation of a prioritised action plan

Who should be involved?

The innovation and growth assessment is a strategic tool and we recommend that a cross functional team of senior managers are involved. Involving the people who are responsible for growth and innovation will ensure you receive maximum benefit from the process.

To find out more about how Innovation and Growth Assessments can help your organisation then contact us on

0845 1444001 or
enquire@pragmatique.co.uk

Why Pragmatique?

Our portfolio of skills and experience enable us to deliver a Innovation and Growth Assessment that will deliver real benefits for your business.

As we are independent we can drive the process, asking the difficult questions and not accepting the obvious answers to ensure you receive the full benefit from our involvement.

About Pragmatique

Our successful clients describe us as a company of talented professional consultants with the knowledge & experience in areas of the business they need.

We provide consulting, training and interim support to enable our clients to get even better results from their people, their processes and their projects.

In short: we provide the know how to effect the change but leave you with the know how to develop our solution.

Visit our website to find out about all our service offerings and how we could help you.

pragmatique

Know how

0845 1444001
enquire@pragmatique.co.uk
www.pragmatique.co.uk