

Creating Business Excellence Across Your Organization

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In Dr. Goonan's powerful keynote, you now know that organizational excellence is achievable and sustainable. In this presentation activity, we will learn more about stepping out – creating business excellence across your unique organization. To do this, you will take away with you knowledge of the key organizational components relevant in creating an effective business excellence management system. You will be given a tool to complete, providing you greater insight into the present effectiveness of the systems in your own company.

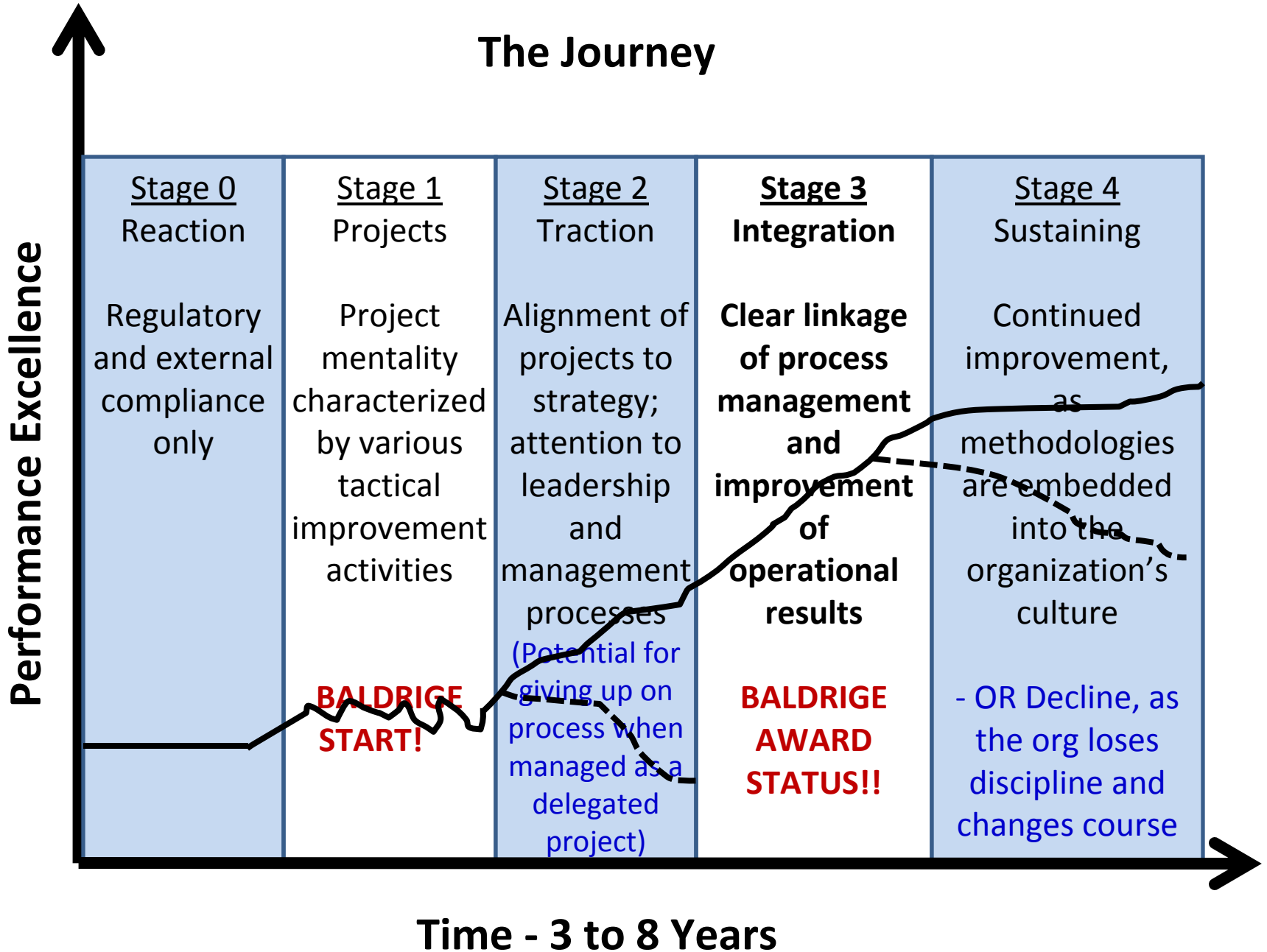
From there we will talk about alignment and integration of these systems using the framework of the Baldrige Criteria for Performance Excellence.

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Productivity is not enough...

Dr. W. Edwards Deming
The Deming Library

The Journey



What Might be the Constraints Causing Deafness?

- Regulatory requirements
- Customer requirements (accreditation)
- Differing focus
- Legend in their own mind
- Lack of leadership
- You don't know what you don't know – so how can you know?

So How Can We Reach Them?

LASER – used by successful organizations

- Leadership – realization we aren't getting to our vision
- Assessment - before we do something, we need to know what to do
- Sensemaking – leaders interpreting & explaining the facts of challenges and framing what is required for successful operations of a complex system
- Execution – focused action necessary to achieve results
- Results – it's all about achieving results

How Can I Make a Difference?

- I 'm not a senior leader
- CEO is 100% focused on lean, 6-Sigma
- Machete madness
- WIIFM
- Others?

What's a Company to Do?



Approaches differ depending on your industry and customer requirements

Make no mistake – This is all good – But it's not enough!

So What is Baldrige?

- Aligning and Integrating the Baldrige Criteria – learn the framework first – it is not a method
Leadership; Strategic Planning; Customer/Market Focus; Information, Analysis & Knowledge Management; Workforce Focus, Process Management; and Results

First Things First

Who Are You, as a Company?

Are We Making Progress?

“Pull” Quality – Don’t Push

- Influence
- Become a role model
- Demonstrate through action
- Step away from your world – and understand theirs
- Utilize Your Quality Management System



Adding Value to Your Company

1. How Baldrige works as a systems approach
2. Points out priorities
3. Aligns resources with approaches (ISO, Lean, 6 Σ)
4. Pushes past what you do, into how well, what's the learning, and integrating the new learning
5. Competitive Advantage
6. Long-term sustainability
7. Reduce turnover



This is Personal and Professional Development – Understanding the Criteria

- Different levels of understanding –
 - Leadership level – for managers
 - Front line level – for non-management
 - Examiner 1-2 day program – deeper
 - Examiner 2-day program and assessment
 - deepest and most comprehensive
 - you become the internal expert

Opportunities for You to Benefit Your Company

- Align your processes with the Criteria framework
 - Strategy Planning Development and Deployment System
 - Two-way Customer, supplier, partner, and stakeholder communication
 - Focus on the Workforce

Who We Are



We are a highly recognized leader in helping companies get to their next level of excellence. All our faculty and coaches are time-tested past or present National Baldrige Senior or

Alumni Examiners or Judges. We are and have been internal practitioners, Baldrige consultants, or have written state and national Baldrige applications. This core strength and strategic advantage benefits you and your company.

We have more Baldrige-based experience associated with our program than in all the other New England states combined!

Questions – How Can We Help You?



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