



Business Excellence - Building a World-class Management System

Grow your profits at 4 times that of the industry average

The **Singapore Quality Class** is a **national recognition** for quality and service distinction. Singapore Quality Class certification is based on a **holistic business excellence framework** modelled after the Malcolm Baldrige National Quality Award, the grandfather of Quality Awards worldwide, outside of Japan. Therefore, it is NOT simply a **national** recognition; it is a **WORLD-CLASS** Management framework.

There is an abundance of evidence, both statistics as well as anecdotal, from the US showing the impact of the Baldrige Award on business performance. The ratio of benefits to cost of the Baldrige program for the US economy has been estimated at a staggering 820 to 1 !

On the home-front, a 2014 study by the NUS Business School has shown that **companies adopting these BE standards for 5-10 years are achieving 25.5% in profit growth against the industry average of 6.3% !** This sterling performance is derived from the institution of world class management practices and improvements in customer satisfaction as well as reductions in employee turnover.

This framework is the de facto Management system for the Singapore civil service. No wonder our public service is so effective and efficient!

Wouldn't you like to know what it takes to get there ?

Learning Objectives

- ✓ Introduction to the Singapore Quality Class framework
- ✓ Impact of Business Excellence frameworks on business success
- ✓ The 7 pillars of the framework
- ✓ The Attributes of Excellence
- ✓ Quality Leadership – role of Top Management
- ✓ Introduction to Hoshin Strategic Planning
- ✓ KPIs, Balance Score Card & the CEO's Performance Dashboard
- ✓ Case studies - how one world-class excellent company does it
- ✓ A Roadmap for MY company

Course Duration 1 day

Who should attend This is a C-Suite Program;
Specially designed TOP Managements, the decision-makers

