



STRATEGIC BUSINESS EXCELLENCE

Nurture a cultural of extraordinary!

“PERFECTION IS NOT ATTAINABLE, BUT IF WE CHASE PERFECTION WE CAN CATCH EXCELLENCE” “

Vince Lombardi

Business Excellence is described as outstanding practices in managing the organisation and achieving results. These being based on a set of fundamental concepts or values. These practices have evolved into models for how a world class organisation should operate.

Global wisdoms and frameworks although different can be synthesised into the same principles and practices. These are the levers to realise your organisations potential and strategic goals.

The difference between the effective and ineffective use of Business Excellence lies

more with the way in which the approach is used than the approach itself.

The success for business excellence mindset is unique for every organisation. We help you develop a Performance Edge Plan (PEP) to grow this mindset and deliver tangible outcomes.

The journey to extraordinary

The key outcome areas to our P3Edge Model™ is our Performance Edge Plan of delivery. With our synthesised People, Process and Performance framework and related focus areas, we are able to structure a purpose built, modular approach, to excellence in your business to realise success.

1. People Elements of Excellence

Customer Satisfaction and Loyalty Analysis

- ▶ Analysis of Customer Feedback and/or measurement architecture and Improvement Planning.
- ▶ Customer Experience Design and Improvement Planning

Collaborative Learning for Excellence

- ▶ Accelerating Organisational Improvement with any aspect of the Excellence Framework through structured action learning and team collaboration.

Employee Perceptions of Value and High Performance Teamwork Analysis

- ▶ Analyses of Employee Feedback for improvement.

Development of Employee Feedback Mechanisms

- ▶ Interlinking Customer Feedback with Employee Feedback and Process Performance to enable improvement
- ▶ Analysis of teamwork using observation scale and High performance Teamwork coaching for leaders and teams

3. Performance Elements of Excellence

Enhancing Strategy Development and Planning

- ▶ Assessment and development of Strategy and Planning Processes
- ▶ Developing Value Propositions and Value Stream Designs for key markets/ stakeholders.

Building Leadership for Sustainable Organisational Excellence

- ▶ On site observation, assessment and coaching of Leaders against Key Excellence Leadership practices and Management Systems
- ▶ Developing an approach for your Leadership Framework

2. Process Elements of Excellence

Scorecard and Measurement System Analysis

- ▶ Organisational Scorecard and Measurement System review, analysis and design
- ▶ Development of Measures and Measurement Processes & Analysis of Organisation Performance.

Organisational Excellence Assessment, Planning and Implementation

- ▶ Assessing the organisation against all or target elements of the Excellence Frameworks, reporting findings to the Leadership team on Improvement opportunities in light of strategy

Facilitating Process Management & Improvement

- ▶ Process Analysis and Evaluation of Process Capability and Process Management Maturity to drive Improvement
- ▶ Process standardisation and improvement using statistical process control and lean management techniques



Ideal for..

This program is ideally suited for any Business Leaders trying to create a great business

"THE WILL TO WIN, THE DESIRE TO SUCCEED, THE URGE TO REACH YOUR FULL POTENTIAL... THESE ARE THE KEYS THAT WILL UNLOCK THE DOOR TO PERSONAL EXCELLENCE."

Confucius

Program deliverables

- ▶ Conduct an organisational excellence assessment with the Leadership team
- ▶ Produce Strategic Business Excellence Diagnostic (SBED)
- ▶ Hold a leadership workshop and develop Performance Edge Plan (PEP)
- ▶ Deliver up-skilling sessions across the business

Typical approach

- ▶ Launch presentation and onsite assessment
- ▶ Workshop with the leadership team
- ▶ 2 days training each month for 3 months
- ▶ Collaborative Performance Edge Plan (PEP)
- ▶ 6 coaching sessions

Investment

- ▶ Program costs \$27K AUD
- ▶ ROI 3-6 months
- ▶ Payoff multiples range from 2:1 - 10:1



For tailoring a program that suits your needs, please:

Call: 0409 137 456 or E-mail: hello@p3edge.com

or visit our website for more details. www.p3edge.com



P3EDGE

David Kenny, P3Edge Director, Innovation Facilitator

The Creator and Expert



David Kenny is change expert and innovation lead who has spent the past 15 years working with major Australian brands seeking to reinvent, tackle complex business problem and adapt to the changing environments. He is the Chief Design Thinker & Innovation Facilitator and the Director of P3Edge who help great places work! David has spent most of his his career working with process and change and is passionate about the creative process and innovation busting business problems.

David has led Design Thinking, Product Development and Brand Development as well as Global or Business department change programs. His clients includes; National Australia Bank, Hewlett Packard, Strikeforce, The Ian Potter Foundation, Bupa and Colonial First State where he now leverages his expertise and experience in developing and delivering this unique course.

Prior to P3Edge, David has worked In the Australia Financial Services industry with National Australia Bank (NAB) and Australia and New Zealand Bank (ANZ) as well as consulting in Lean Six Sigma transformation.