



Become a performance excellence professional and lead your organisations towards becoming a high performing organisation

PROGRAM OVERVIEW

With the business environment being very dynamic and competitive, it is necessary for organisations to know how to combine and manage organisational systems to ensure the full optimisation and effectiveness of all its resources. Quality management and business excellence frameworks such as the EFQM framework, have been used extensively on a transnational scale to drive organisational performance and a necessity to compete in highly globalised environments. Although quality management may be viewed as both a catalyst and driver for change, implementation of these best practices, in a sustained manner, across organisations is a challenging task. This program is designed to equip participants with the necessary skills and tools to aggressively enhance your products and/or services to become a high performing world class organisation.

WHAT THE PROGRAM COVERS

This program will allow participants to:

- Discover how to intervene and manage poor performing processes
- Understand how to manage the integration and coordination of activities through effective process improvement tools
- Gain the knowledge to effectively and efficiently manage human capital to increase the organisational performance

KEY PROGRAM BENEFITS

After earning your certificate, you will be able to:

- Undertake a self-assessment against an excellence model
- Develop a roadmap for organisation's excellence maturity levels
- Embed best-practices of customer focus and human capital managing to increase organisational performance
- Apply process improvement methods and gain significant achievement in cost reduction
- Gain professional body recognition from EFQM and can gain credits towards the Master of Quality Management program



WHO SHOULD TAKE THIS COURSE?

This is a comprehensive educational program designed for human resources, operations and quality management professionals who wish to develop their career in organisational excellence. It is also suitable for professionals who are part of an organisation's improvement project and would like to attain a hands-on experience on how to develop appropriate approaches to increase the overall organisational performance through the systematic implementation of various excellence models.

WHAT YOU WILL LEARN

This program integrates rich, interactive learning material such as videos, infographics, and e-learning activities with traditional educational components such as written study guides. There are opportunities for collaborative learning through discussion forums to provide participants with a complete overview of the quality practices and self-assessment approaches. The following modules contribute to the holistic approach your learning path takes over the course of three days:

Day 1

MODULE 1	Fundamentals of Business Excellence: Why, What and How
MODULE 2	Core concepts of performance excellence and global excellence frameworks

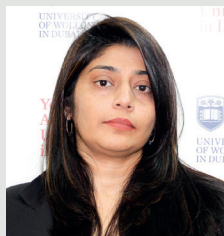
Day 2

MODULE 3	Self-assessment approaches: Hands-on practice
MODULE 4	<ul style="list-style-type: none">• Linking Human Capital to excellence• Customer focus strategies

Day 3

MODULE 5	Tools and techniques to support continuous improvement strategies
MODULE 6	Managing teams through the assessment process; Implementation of action plans, including prioritisation and fulfillment of improvement enablers

DR FLEVY LASRADO



Dr Flevy Lasrado has more than 10 year's extensive experience in quality assurance and institutional effectiveness as an educator and trainer. During her career she has implemented a number of quality systems and currently serves as chairperson for the Impartiality Committee of ISO Certifications at Bureau Veritas. She is an assessor for Dubai Quality Awards and Healthcare Awards in the UAE and has extensive international experience, having worked with partner universities and institutions in the UK, USA, Oman and the UAE.

Dr Lasrado is an active researcher and has published more than 30 publications including journal articles, conference papers and book chapters and has two books to her credit. She has won numerous competitive international and internal research grants and is a professional speaker at various international forums. Her current research interest includes Green Management, Business Excellence, Innovation Management and Sustainable Development.

Dr Lasrado is Assistant Professor and the Discipline Leader of the Master of Quality Management program at the University of Wollongong in Dubai (UOWD) and obtained her PhD from the University of Salford, UK.

DR VIJAY PEREIRA



Dr Vijay Pereira is a global leader on human capital development and cultural aspects in an emerging market context. He has more than 25 years' experience in consulting, industry and academia. On academic level his experience includes leading and managing courses and curriculum design for undergraduate and postgraduate programs and conducting masterclasses for MBA students. He has collaborators in more than 20 countries and is a regular international keynote speaker.

Dr Pereira is an active researcher and has published more than 100 publications including journal articles, conference papers and book chapters and has seven books to his credit. He is the Associate Editor for the Journal of Business Research and on the editorial board of globally leading journals such as the Financial Times Production and Operations Management Society (POMS) journal and the Asia Pacific Journal of Management.

Dr Pereira is Associate Professor of International and Strategic Human Resource Management at the University of Wollongong in Dubai and obtained his PhD from the University of Portsmouth, UK.