

BUSINESS EXCELLENCE



INTRODUCTION

Business Excellence is a difficult goal to attain. A clear structure and model is therefore a vital roadmap through this process. This tool provides a summary of a respected framework. The achievement of this will take many months. It should also become part of a yearly review in a highly dynamic business environment.

measures, and finally into tangible PROCESS MANAGEMENT - how things get done by who, when and with what.

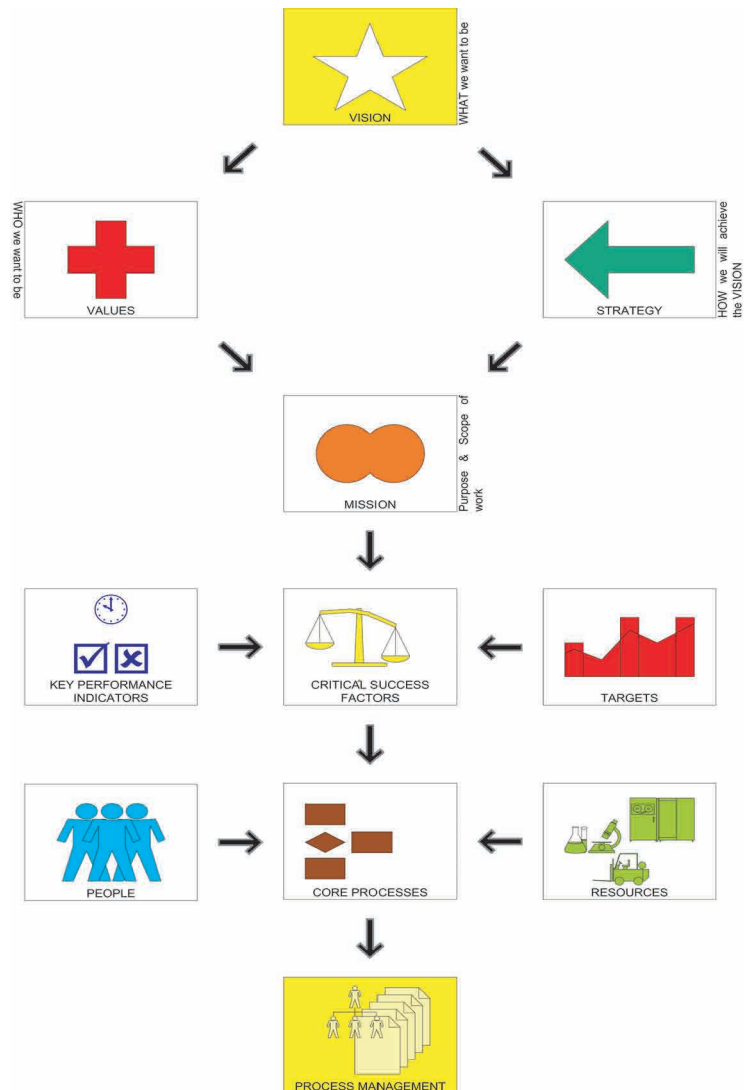
Communicate the method and philosophy throughout the organisation and obtain consensus.

The most difficult stage is creating the CORE PROCESSES and PROCESS MANAGEMENT. These achieve the MISSION.

METHOD

With reference to the diagram shown here, working from the VISION, follow through the stages to develop greater detail in strategy, targets, indicators /

Business life today is highly dynamic; clarity of vision, targets, and processes is vital in order to know what to do, how to achieve it, and whether it has been achieved.



"Excellent firms don't believe in excellence -- only in constant improvement and constant change."

Tom Peters

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