



North of England Excellence & British Quality Foundation

2010 Workshop Programme

Workshops to guide you on your journey towards excellence

One-Day Workshops

One-Day Workshops provide the basic tools for your journey towards excellence. They are delivered by leading experts in the field and enable members and non-members of the North of England Excellence and the British Quality Foundation to explore key aspects of excellence and best practice.

The Workshops:

- show you how to introduce these tools into your organisation
- show you how to quickly identify key areas for improvement
- provide an opportunity to share and learn from the experiences of others
- are outstanding value for money!

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Price:

The price of a workshop place includes refreshments and a sandwich lunch.

£125 + VAT (Joint NoEE/BQF members)

£150 + VAT (CQI members)

£250 + VAT (non-members)

To book a course or for further information please contact:

Suzanne House on 01925 715245 or suzanne@noee.co.uk

WORKSHOP 1

How to use the Excellence Model 2010

Introducing the EFQM Excellence Model 2010 and demonstrating its continuing relevance and value for all organisations in 2010 and beyond. Appropriate for delegates new to the concept of Excellence, and those who have not used it for some time.

Delegates will:

- Develop a practical understanding of Excellence and the EFQM Excellence Model 2010
- Practise three different assessment methods and be able to choose the best approaches for your organisation
- See how the outputs of an assessment can be turned into a practical, prioritised improvement plan
- Learn from the practices of other organisations on the path to excellence.

Workshop includes:

- Developing a vision of what excellent organisations will look like ten years ahead
- Using a matrix assessment to take an initial perspective on your organisation's current path towards that vision
- Using a questionnaire approach to engage the organisation's people in the pursuit of excellence
- Using a management workshop approach to assess the organisation and prioritise improvements
- What excellence looks like today - the ten most common features of excellent organisations
- A question and answer forum.

Date: 23rd March, Warrington

WORKSHOP 2

How to design and implement an effective Balanced Scorecard

Understand the key elements of a Balanced Scorecard and how it can be used to provide an effective foundation for meaningful improvement

Delegates will:

- Gain an understanding of what a Balanced Scorecard is and its benefits
- Understand the key elements of an effective Balanced Scorecard
- Explore how an effective Balanced Scorecard can be built
- Identify the common pitfalls and how to overcome or avoid these
- Have the opportunity to share learning and experience

Workshop includes:

- What is a Balanced Scorecard?
- The benefits of a Balanced Scorecard
- Building a Balanced Scorecard
- Prepare, Focus, Implement and Review

Date: 15th April, Warrington

WORKSHOP 3

How to identify and manage the organisation's key processes

Understand the key aspects of Process Management

Delegates will:

- Understand what a process is and the benefits of Process Management
- Understand how to identify key processes
- Explore an approach to Process Management to achieve effectiveness and efficiency
- Have an opportunity to share learning and experiences

Workshop includes:

- The benefits of Process Management
- How to identify key processes
- How to establish Process Management
- How to deliver Process Management
- Reviewing and improving your processes

Date: 22nd April, Warrington

WORKSHOP 4

How to prioritise and deliver improvement action

The aim of this workshop is to understand and practise some approaches to prioritising, planning and delivering improvements. It would be beneficial to bring with you examples that you could use during this workshop.

Delegates will:

- Understand the need to prioritise the outcomes from an Excellence Model assessment
- Share experiences for prioritising areas for improvement
- Identify appropriate measures of success
- See how to develop a practical improvement plan that has the commitment of everyone involved
- Review the common pitfalls of improvement plans

Workshop includes:

- A practical approach to prioritising areas for improvement
- A structured approach to planning and delivering improvements
- An approach for breaking complex issues into specific deliverables
- Practical work using a selection of problem solving techniques
- Opportunity to work on a specific improvement you may have

Date: 12th May, Warrington

WORKSHOP 5

How to use benchmarking to improve performance

Develop an understanding of the principles of benchmarking to enable managers to lead benchmarking studies in their own organisations

Delegates will:

- Understand what benchmarking is
- Use a consistent benchmarking approach
- Appreciate the different types of benchmarking, their benefits and limitations
- Understand how to identify and engage with appropriate benchmarking partners
- Be able to produce recommendations which will gain support and commitment from their organisation

Workshop includes:

- The purpose and principles of benchmarking, different types of benchmarking, and their uses
- A systematic approach - The Benchmarking Roadmap
- Selecting partners through use of appropriate tools and planning for site visits where appropriate
- Comparing current processes and performance with benchmarking partners
- Identifying outstanding practices and process enablers
- Mapping the 'to be' process
- Selling it to key stakeholders
- Preparing and deploying the implementation plan

Date: 16th June, Warrington

WORKSHOP 6

Using Business Continuity and BS25999

A practical guide to using BS25999, the unexpected benefits and how to further exploit the information gained

Delegates will:

- Learn practical skills for BCM from best practice and live implementations
- Learn how to communicate business benefits of BCM throughout your organisation
- Enhance professional expertise and skills
- Have the opportunity to present questions pertinent to your organisation to an industry expert

Workshop Includes:

- What is Business Continuity?
- Is it the same for all companies or driven by individual specifics?
- Defining the scope
- Business strategy into policy, into process, into appropriate and effective plans
- Issues for Senior Management, Business Owners and Implementers
- Using BS25999 to embed BCM and other compliance into your organisation

Who should attend?

Business Continuity Managers, Risk Managers, Quality Managers, IT Managers, Security Managers, Security Practitioners, Internal and External Auditors, anyone one with an interest in, or responsibility for, Business Continuity.

Date: TBA

WORKSHOP 7

How to measure and manage business performance

Design and implement an effective measurement and people management framework linked to your Strategic Goals and use it to manage the performance of your organisation

Delegates will:

- Gain an understanding of how to define measurement principles to enable the achievement of your goals
- Review the purpose and value of the different types of measures
- Use a proven methodology to create a measurement framework
- Learn a method for managing roles and performance based on the measurement framework

Workshop includes:

- Best Practice measurement principles
- Perceptions and indicators of performance
- Identifying key performance outcomes
- The use of process measures and 'Lean Thinking' in measurement and management
- Creating an integrated measurement framework, linked to the goals of your organisation and the roles of your people

Date: 8th June, Warrington

WORKSHOP 8

Introduction to strategic planning

Strategic planning, if done correctly, will identify the key issues that will influence an organisation's destiny for years ahead. It will provide the impetus for achieving a superior performance.

Delegates will:

- Understand the difference between strategic planning and business planning
- Learn how to define the purpose, aim and top targets for your organisation
- Learn how to avoid the many false steps still taken by strategic planners
- Learn how to identify and interpret the gap between acceptable performance and projected performance. This gap dictates the strategies required.
- Learn how to simplify the strategic planning process and avoid unnecessary detailed analysis

Workshop includes:

- Guidance on a five-stage process for developing a strategic plan that involves all levels of management
- Learning how to select the strategies most relevant to achieving the performance target
- A break out session to work on an actual case study
- A comprehensive list of The Do's and Don'ts of *practical* strategic planning

Date: 29th June, Warrington
