



INTRODUCING THE NEW ZEALAND BUSINESS EXCELLENCE FOUNDATION



NEW
ZEALAND
**BUSINESS
EXCELLENCE**
FOUNDATION

WHO WE ARE



Established in 1992, the New Zealand Business Excellence Foundation was founded by public and private enterprise to improve the overall performance of New Zealand organisations. Founding trustees included the Rt. Honourable Jim Bolger (Patron), Sir Douglas Myers (Founding trustee) and Ralph Norris, Frances Small, Stephen Trotter, Peter Shirtcliffe and a number of prominent business leaders of the time.

VISION

New Zealand enjoying increased prosperity and well being through organisational performance excellence.

MISSION

To enable New Zealand organisations to achieve and sustain proven world class performance and results.

OUR VALUES

- Passion - we will deliver on our promises with enthusiasm and commitment
- Integrity - we will be consistent, open and honest in all we do
- Collaborative - we will foster teamwork, sharing and participation with all our stakeholders
- Innovative - we will provide leadership and creativity, continually seeking to improve our products and services

WHAT WE DO



The Foundation's role is to encourage organisations of all sizes and from all sectors to improve their organisational productivity, performance and capability. The Foundation also administers the nation's premier business awards. Our key services are to identify and recognise role-model organisations, share best practices and support organisations to achieve world-class levels of performance.

We provide member organisations with

- the Criteria for Performance Excellence – an integrated management framework with proven results;
- advice and support on other recognised improvement frameworks;
- business assessment tools;
- comprehensive feedback reports, highlighting organisational strengths and opportunities for improvement
- educational presentations, workshops and training on best practice and applying the Criteria for Performance Excellence to improve and innovate in your organisation;
- networking, events and study tours.

WHAT IS PERFORMANCE EXCELLENCE?

Performance Excellence refers to an integrated approach to organisational performance management that results in

- delivery of ever-improving value to customers and stakeholders, contributing to organisational sustainability;
- improvement of overall organisational effectiveness and capabilities; and
- organisational and personal learning.

“I see the Baldrige process as a powerful set of mechanisms for disciplined people engaged in disciplined thought and taking disciplined action to create great organisations that produce exceptional results.”

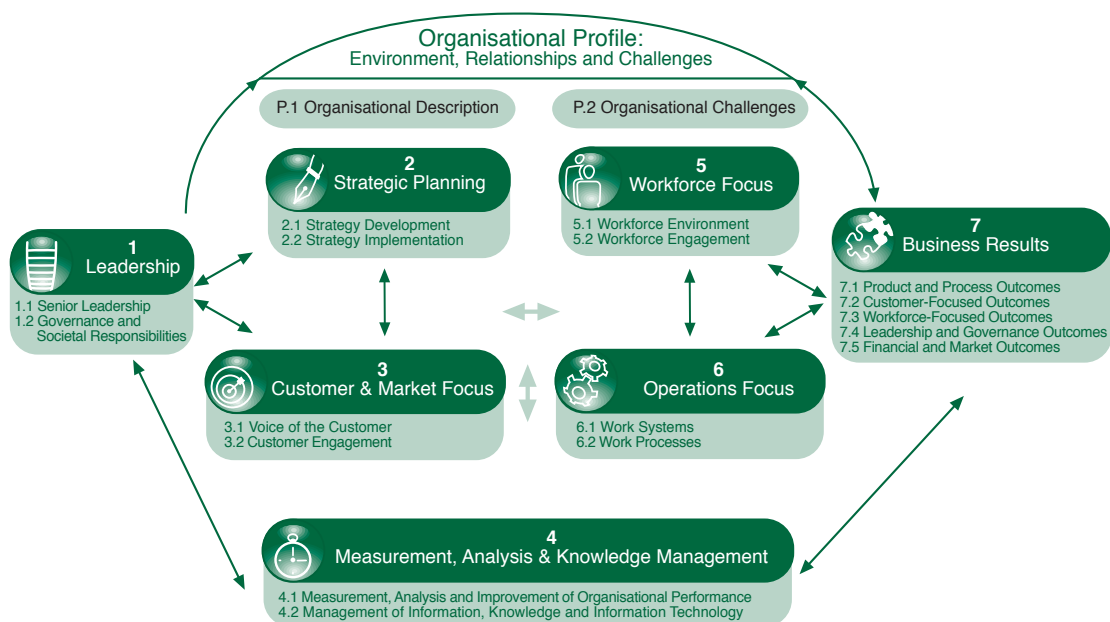
– Jim Collins, best-selling author of *Good to Great: Why Some Companies Make the Leap... and Others Don't*

WHAT THE CRITERIA FOR PERFORMANCE EXCELLENCE OFFERS YOU

The Criteria provide a validated management approach to improve your organisation's performance – one that has been used by thousands of organisations for more than 20 years. The Criteria will guide your organisation and improve your abilities to think and act strategically, align processes and resources, engage your workforce and customers, and focus on key results: product and service, customer, financial, workforce, process and leadership.

The Criteria help you focus on these key management areas:

- Leadership
- Strategic planning
- Customer focus
- Measurement, analysis, and knowledge management
- Workforce focus
- Operations focus
- Business Results

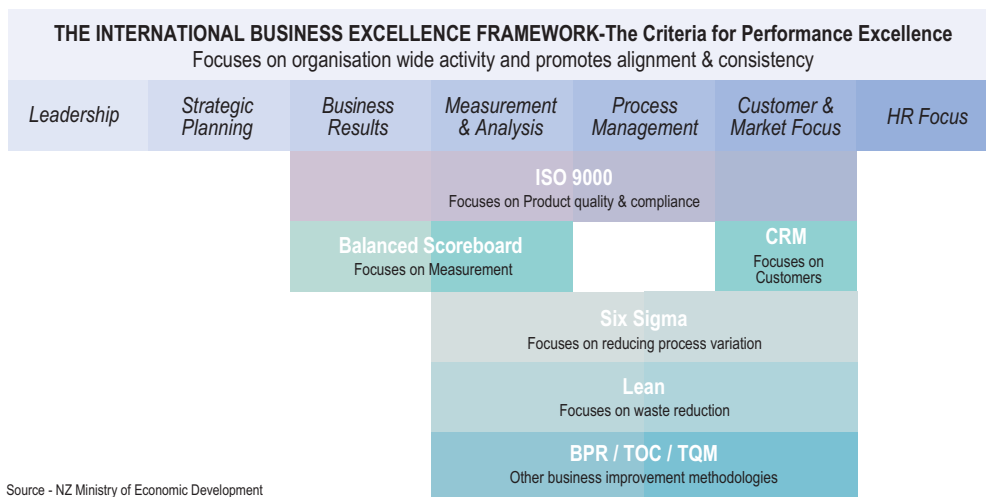


WHAT MAKES THE CRITERIA FOR PERFORMANCE EXCELLENCE DIFFERENT?

The Criteria offers you a comprehensive management approach that focuses on results in all areas of your business, your organisational and personal learning and in knowledge sharing. The Foundation offers an organisational assessment suite with a selection of customised evaluation frameworks aligned to the Baldrige framework. These Assessment Criteria, developed in association with the Ministry of Economic Development, are used in regional, sectoral and national awards programmes in New Zealand. They provide a valuable measurement tool and assist in developing and improving organisations that are on the business excellence journey.

Remember there is no one size fits all solution but there is commonality in respect of generic business processes that enable us to leverage off the learning of other organisations that aspire to excellence!

BUSINESS IMPROVEMENT FRAMEWORKS: The most common in use – NZ & internationally



Source - NZ Ministry of Economic Development

The Baldrige framework is recognised as generic, holistic, non-prescriptive and reflective of the characteristics of top performing organisations internationally. It's often described as "structured common sense". The very fact that it is generic, holistic and non-prescriptive allows other business improvement frameworks to work in harmony with Baldrige which, in effect, acts as an overarching guide for business improvement. Remember, Baldrige doesn't tell you which process to use but it does question whether you actually have a formalised process.

It's not about choosing one model over another - it's about understanding the "big picture" and adopting an holistic approach to business in order to achieve breakthrough levels of performance. This is where the Foundation is able to provide real NZ examples and evidence of success in using the Baldrige framework as a blueprint for improvement whilst other approaches such as ISO, Lean, Six Sigma and the Balanced Scorecard address specific business needs identified in the Baldrige framework categories.

A key strength of the Baldrige Criteria for Performance Excellence is the inherent alignment between various criteria items and the Business Results category. This is an area that many organisations struggle to address effectively, thus potentially compromising their efforts.

The Baldrige framework categories are reflective of key business functions inherent in any organisation. The manner in which the functions interact and align with one another in cause and effect relationships are a key feature of any assessment conducted against the framework.

BEGIN YOUR JOURNEY



By becoming a member of the Foundation, many resources are readily available to assist you in learning about Baldrige, starting with the materials you will find on the Knowledge Base - an online member's only accessible database.

- Visit the Foundation website at www.nzbef.org.nz. You'll find answers to frequently asked questions.
- Become a regular attendee at our bi-monthly knowledge hour forums. These forums focus on learning about best business practices that have been implemented in New Zealand and internationally. Hear from known organisations using the Baldrige framework in their organisations, become familiar and understand different business improvement methodologies from experts and leaders in their respective field and meet and network with other members also interested in lifting the performance of their organisation.
- Be part of networks with other members interested in ideas on how to optimise the performance of any organisations
- Use the First Step Assessment – How do we rate? This ten-minute questionnaire is available from our website (www.nzbef.org.nz) and will quickly introduce the seven Criteria Categories to you and your organisation. The questionnaires are provided to help you identify your organisation's perceptions on your strengths and opportunities for improvement.
- Attend the National Evaluator Training and become a fully certified evaluator – put yourself forward to be part of an evaluation team – gain the full experience and understanding of top performing organisational behaviour.
- Write the Organisational Profile – the first step in undertaking a full assessment in using the Criteria for Performance Excellence. You can download the Organisational Profile from our website.
- Study Tour – Preferential access to knowledge sharing and learning from World-class organisations both nationally and internationally.

VALUE PROPOSITION

Membership to the Foundation entitles you to:

- The Criteria for Performance Excellence –assistance in interpreting and applying an internationally recognised and respected best practice framework to drive business improvement and improved results.
- Organisational Assessment Tools - a range of assessment options to evaluate your organisation tailored to your individual business requirements.
- Training programmes – a range of business improvement programmes delivered via public courses or “in house”, tailored to your individual needs.
- Access to Processes and Templates – assistance in identifying and locating processes and templates that will fast track organisational improvement and prevent “reinventing the wheel”.
- Member-only discounts - all Foundation resources and events are available at 25% discount or more, including access to partner organisations products and services at discounted rates.
- Networking opportunities – “Knowledge Hours”, regular networking sessions with business improvement professionals sharing their knowledge.
- Publications – Access to a range of specialised publications that provide managers and staff with guides to business excellence and how it can be applied to their work environment.
- The New Zealand Business Excellence and Business Achievement Awards Programmes – priority access to the awards and the evaluation process and training on a user pays basis.
- Access to Authorised Consultant Partners providing support to facilitate your continuous improvement journey through advice, assistance and consultancy services.
- Regular e-communications – to keep you in touch with news, events, and training opportunities.
- Personal Development Opportunities – priority access to the NZ Business Excellence Awards National Evaluator training programme calibrated to the U.S. Baldrige evaluation process, the most rigorous business assessment framework available internationally.
- Members-Only access – online access to a range of information / materials including award winning business excellence applications and best practice processes.
- BPIR.com – complimentary membership to an international online benchmarking resource. Your corporate membership will provide you with access to over 150,000 articles, case studies and benchmarking.
- Study Tours - preferential access to knowledge sharing and learning from World-class organisations both nationally and internationally.
- Coaching & Mentoring – providing personalised assistance to CEO's, GM's and Change Agents wishing to introduce a Business Excellence culture to their business.

MEMBERSHIP STATUS (PRICES ARE GST EXCLUSIVE)

- | | |
|---------------------------------------|--------------------------------------------|
| • Patron By Neg | • Corporate 11-20 employees \$1,000 |
| • Partner By Neg | • Corporate <10 employees \$500 |
| • Corporate >251 employees \$5,000 | • Sole Trader \$250 |
| • Corporate 151-250 employees \$4,000 | • Not-for-profit (NFP) <20 employees \$500 |
| • Corporate 101-150 employees \$3,500 | • NFP 21-50 employees \$1,000 |
| • Corporate 51-100 employees \$3,000 | • NFP 51-150 employees \$1,500 |
| • Corporate 21-50 employees \$2,000 | • NFP >151 employees \$2,500 |



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The Foundation is supported by our Patrons



NZ Business Excellence Foundation, PO Box 331658, Takapuna, North Shore City 0740
P: +64 (0) 9 489 8791, E: info@nzbef.org.nz, W: www.nzbef.org.nz