

Board Chair Report for AGM 20 March 2019

Current Board Members:

- Beryl Oldham
- Ian Ris
- Carew Hatherley
- Anthony Stephenson
- Wayne Burroughs
- Keith Phillips

Current Situation:

The last few years have been tough for the NZBEF. The popularity of business excellence frameworks, including Baldrige, appears to be on the decline globally, and many membership organisations are facing declining membership numbers in NZ and elsewhere. In addition, we have been struggling financially since the resignation of our CEO Mike Watson in 2014.

Because of our precarious financial situation, in 2016 the NZBEF Board decided that the best option for NZBEF's survival was to merge with a like-minded organisation, while keeping retaining our NZBEF brand.

Under consideration were membership organisations NZIM and NZOQ – NZIM itself was also struggling and NZOQ, who welcomed the idea, seemed a better fit and so in November 2016 it was decided to join NZOQ.

While the NZOQ Board has been supportive, it soon became apparent that the expected financial support was not as forthcoming as originally anticipated. The NZOQ has also suffered declining membership in recent years, and so the NZBEF was expected to pay its own way.

Since the “merge” with NZOQ, both NZOQ and my company, Complete Learning Solutions, have provided financial support in the form of \$10K loans each to keep the NZBEF afloat. On the positive side, the revenue from this conference will help us to recover financially and better serve our members.

During our transition (2016-2018) the NZBEF Advisory Board, chaired by Brett Marsh (2016-17) and Steven Naude of Massey University (2017-18), provided advice and helped us plan the way forward. In addition to Brett and Steven, we wish to acknowledge the following individuals:

- Jo-Anne Lemmens
- Justin Walsh
- Monika Divis
- Trish MacPherson

Recently, the new NZBEF Board opted not to finalise the “merge” with NZOQ and has re-instated our incorporated society, the New Zealand National Quality Awards Foundation, trading as the New Zealand Business Excellence Foundation (NZBEF). We also have New Zealand Business Excellence Foundation Limited registered with the NZ Companies Office.

We wish to acknowledge all those who have shown their faith in the NZBEF and renewed their membership with us. And we wish to especially acknowledge the NZ Defence Force for their continuing support of the NZBEF and this conference.

Current Members:

As I write this report, our paid-up members are:

- St John's Ambulance
- Wellington Free Ambulance
- NZ Defence Force
- Aspire Community Trust
- Agent Finder
- Wayne Burroughs (individual membership)
- Complete Learning Solutions
- IQM Group
- QLBS

We currently have outstanding membership invoices totalling \$40500, which I am in the process of chasing up.

Branding:

In 2015, we rebranded to a new logo. The current Board does not believe this was a successful rebranding and so we have gone back to our roots with a more modern look.

Original logo:



Revised 2015 logo:



New logo versions (2019):



We have also launched our new website at nzbef.org.nz.

Thank you:

In my opinion, the need for an organisation like the NZBEF is as strong as ever, and I thank you all for your continuing support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'B Oldham', is positioned above the printed name.

Beryl Oldham

NZBEF Board Chair