

Chair Report for NZBEF AGM 11 May 2021

I am pleased to confirm that the NZBEF accounts are much improved from last year – we are now well and truly in recovery – the accounts for the period 31 Dec 2020 speak for themselves when compared to the previous year.

We would like to thank the New Zealand Defence Force for its continued support.

We admit we have struggled this past year to engage our members with some of the online events we have organised, and we hope that you, our members, will provide feedback about what we could do better to engage you in the future. With this aim in mind, we welcome feedback – both formal and informal. And we will seek feedback formally soon with a new member survey.

No longer focusing exclusively on the Baldrige Excellence Framework, NZBEF continues to support a range of Business Excellence, Organisational Excellence, Performance Excellence, Continuous Improvement, and Evaluation and Measurement Frameworks. We believe we now have wider appeal by adding more value to our members and supporters by supporting a wider field of recognised and credible excellence and measurement frameworks – please confirm this (or not) when we attempt to measure the effectiveness of our new approach in our upcoming member survey.

We thank all of you, our members and supporters, for your continued support and interest in the pursuit of excellence.

Please use us as a resource to support you now and in the future.



Beryl Oldham
NZBEF Board Chair